

THE DEPARTMENT OF INTERNAL AFFAIRS

Te Tari Taiwhenua

# HAWKE'S BAY ELDERLY SERVICE PROVIDER SURVEY REPORT

JUNE 2011

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NAPIER CONNECTS  
TOOLKIT

## Table of contents

Pages	3-4	Executive summary
Pages	5-10	Introduction
Pages	11-12	Method
Pages	13-17	Results
Pages	18-21	Discussion / interpretation of results
Pages	22-23	Conclusion
Page	24	Recommendations
Page	25	References
Pages	26-28	Appendix 1
Pages	29-34	Appendix 2
Pages	35-40	Appendix 3
Pages	41-51	Appendix 4
Pages	52-70	Appendix 5

## Executive summary

This research was undertaken in response to Statistics New Zealand figures indicating that between 2010 and 2031 there would be a significant increase in the elderly population in New Zealand.

The Department of Internal Affairs (DIA) manages Lottery and COGS (Community Organisation Grants Scheme) funding. Elderly service providers are among the annual funding recipients. As well, many elderly service providers have funding contracts with other government organisations and/or receive grants from a variety of community funding agencies.

The research suggests that the expected increase in New Zealand's elderly population will have an impact on the future capacity of elderly service providers to adequately meet the needs of their members/clients.

This report looks at the Hawke's Bay region and is based on the results of the surveys undertaken by DIA Napier with participating elderly service providers. These elderly service providers were chosen because they are Lottery and COGS funding recipients.

The scope of this research is limited to the social and/or advocacy services provided by the participating elderly service providers. Intentionally excluded are the service providers undertaking services in the areas of health, politics, sports, philanthropy and religion.

Additionally, only those members/clients who visit the participating elderly service providers for social activities have been surveyed. The members/clients who attend these elderly service providers through government-contracted services such as Elder Abuse have been excluded.

Two surveys were undertaken: one with 11 Hawke's Bay elderly service provider managers/trustees and the other with 321 of their members/clients.

### **Survey 1:**

The manager/trustee survey was undertaken to answer the following question:

**“Is the current level of elderly services in Hawke's Bay able to manage future elderly population growth?”**

The results of this survey suggest that the current level of service provision will not be able to manage the expected elderly population growth in the future.

The main issues that will impede these elderly services from managing expected elderly population growth in the future include the:

- inability of elderly service providers to source sustainable funding without which it is not possible to keep operating under their current structures

- expected growth in the number of members/clients from low socio-economic environments without significant additional financial contribution towards undertaking relevant activities for their benefit.

**Survey 2:**

The objective behind the members/clients survey was to answer the question below:

***“Does the current level of services for elderly meet your needs?”***

It appears from the results of this survey that the members/clients are currently very satisfied with the level of services they receive from the elderly service providers.

A large percentage of the members/clients are European, female and have an income of \$25,000 or less.

There are, however, emerging issues that will impact on the future satisfaction of elderly members/clients. These include affordability of services, transportation costs and the desire of members/clients to have increased availability of services.

This report recommends that DIA Napier be given permission from the Team Leader, Wellington and Hawke's Bay, to:

- support and encourage the elderly service providers who have participated in this research, to further discuss the gaps in information and the questions emerging from the survey findings
- engage with key community stakeholders to identify what joint activities can be undertaken to ensure quality future services for the elderly in Hawke's Bay.

## Background

### NATIONAL OVERVIEW OF THE ELDERLY POPULATION

Statistics New Zealand figures show that by 2051, one in four New Zealanders will be aged 65 years and over, and of them 24% will be over 85 compared to 11% in 2001. The largest increases in the older population are projected to occur between 2021 and 2031 when the “baby boom” generation of the 1950s and 1960s will have moved into this age group.

Population ageing has policy implications because government, national and local, is largely responsible for the funding and provision of age-related services. Older people need more health services than younger people. An increased ageing population will require an increase in the level of resources devoted to health care.

The Ministry of Social Development developed the New Zealand Positive Ageing Strategy in 2001 in response to issues identified as a result of the projected growth in the number of older people arising from the large population of “baby boomers” beginning their entry into retirement. The purpose of the New Zealand Positive Ageing Strategy is to improve opportunities for older people to participate in the community in whatever ways they want to.

The concern arises around the potential burden that a lower number of people under 65 will have to support the needs of an increasingly older population.

The goals of the New Zealand Positive Ageing Strategy are listed below.

Income	Secure and adequate income for older people
Health	Equitable, timely, affordable and accessible health services for older people
Housing	Affordable and appropriate housing options for older people
Transport	Affordable and accessible transport options for older people
Ageing in place	Older people feel safe and secure and can age in place (in their homes)
Cultural diversity	A range of culturally appropriate services allows choices for older people
Rural	Older people living in rural communities are not disadvantaged when accessing services
Attitude	People from all ages have positive attitudes to ageing and older people
Employment	Elimination of ageism and the promotion of flexible work options
Opportunities	Increasing opportunities for personal growth and community participation

According to the New Zealand Positive Ageing Strategy, the involvement of local government, businesses and the community sector is required for the

achievement of these goals. No single agency can be solely responsible for delivering services to the elderly.

The National Health Board report entitled *Trends in Service Design and New Models of Care* (2010) identified the following implications for an ageing population:

<b>Change pressures</b>	<b>Implications</b>
An ageing population	The likely impact on overall demand is unclear (as people will be healthier at older ages) but the nature of required services is likely to shift toward an emphasis on long-term conditions and associated support services and towards increased complexity (for example patients will tend to have more co-morbidities, requiring longer lengths of stay in hospital and more complex procedures)
An ageing population amongst Maori, Pacific and non-Europeans	Increased demand for more culturally responsive support services
Large variances in the distribution of ageing	Workforce shortages and pressure to shift the local focus of health and support services from young to old
Labour shortages as the workforce ages, especially in rural areas	Requirement for new models of care, new roles for health professionals, more effective use of available health professionals' capacity, and promotion of health careers to the next generation

## HAWKE'S BAY ELDERLY POPULATION OVERVIEW

Hawke's Bay residents aged 65 years and over account for 13.9% of the resident population – compared to the national average of 12.3%. This equates to 20,521 elderly residents aged 65 years and over residing in Hawke's Bay.

Territorial Authority	Age in Years									Total
	0 - 9	10 - 19	20 - 29	30 - 39	40 - 49	50 - 59	60 - 69	70 - 79	80 +	
<b>Wairoa</b>	17% 1,434	16% 1,380	10% 825	11% 969	15% 1,269	14% 1,167	9% 735	6% 501	2% 201	<b>8,481</b>
<b>Hastings</b>	16% 11,046	16% 11,382	10% 7,086	13% 9,291	15% 10,710	13% 8,925	8% 6,979	6% 3,969	3% 2,457	<b>70,842</b>
<b>Napier City</b>	13% 7,461	15% 8,130	11% 5,844	13% 7,248	15% 8,088	13% 7,152	9% 6,211	7% 3,894	4% 2,337	<b>55,359</b>
<b>Central Hawke's Bay</b>	14% 1,833	15% 1,995	9% 1,167	12% 1,614	16% 2,019	15% 1,935	10% 1,242	6% 738	3% 423	<b>12,957</b>
<b>Hawke's Bay Region Total</b>	<b>15%</b> <b>21,774</b>	<b>16%</b> <b>22,887</b>	<b>10%</b> <b>14,922</b>	<b>13%</b> <b>19,122</b>	<b>15%</b> <b>22,083</b>	<b>13%</b> <b>19,179</b>	<b>9%</b> <b>13,167</b>	<b>6%</b> <b>9,102</b>	<b>4%</b> <b>5,418</b>	<b>147,639</b>
<b>NZ Total</b>	<b>14%</b> <b>561,555</b>	<b>15%</b> <b>506,228</b>	<b>13%</b> <b>513,417</b>	<b>14%</b> <b>578,112</b>	<b>15%</b> <b>607,125</b>	<b>12%</b> <b>486,315</b>	<b>8%</b> <b>328,152</b>	<b>5%</b> <b>218,181</b>	<b>3%</b> <b>128,898</b>	<b>4,027,953</b>

Table sourced from Statistics New Zealand 2006 Census data

While the percentage of Hawke's Bay's elderly population is higher than the national average by only 1.6%, there are high densities of elderly population in Napier City, the suburb of Havelock North in Hastings and Waipukurau. To be precise:

- 15.6% of people in Napier City are aged 65 years and over
- 22% of people in Havelock North are aged over 65 years and over
- 19.3% of people in Waipukurau are aged 65 years and over.

Sourced from Statistics New Zealand 2006 QuickStats data

## HAWKE'S BAY PROJECTED ELDERLY POPULATION FROM 2011-2021 BY ETHNICITY

The table below shows figures sourced from *Statistics New Zealand – Sub national Ethnic Population Projections*.

For the purpose of this table, the figures displayed represent:

- the population projection numbers for the 65+ years age group
- the percentage of 65+ year olds per ethnicity.

	European 65+ years	Maori 65+ years	Pacific Island 65+ years	Asian 65+ years	Total 65+ years	% of total HB population
<b>Hawke's Bay</b>						
Population projection numbers for the 65+ years age group 2011	21,500	1,900	200	300	23,900	172,600 (13.8%)
Population projection numbers for the 65+ years age group 2021	28,400	3,100	300	600	32,400	180,100 (17.9%)
Percentage of 65+ year olds per ethnicity 2011	17.5%	4.9%	2.8%	6.5%		
Percentage of 65+ year olds per ethnicity 2021	23.2%	7.2%	3.2%	9.8%		

**LOTTERY GRANTS BOARD AND COGS FUNDING OVERVIEW**

The Lottery Grants Board vision is: “New Zealanders building strong sustainable communities”.

The ‘Model to Focus Grant Activity’ is supposed to contribute to the desired end state of: “connected communities and a high quality of life.”

The key funding objectives of Lottery community funding are to:

- support volunteers
- enable people to help themselves
- enhance community wellbeing and address disadvantages
- promote community participation, inclusion and identity.

The applicants must meet at least one of the above objectives.

The applicants must also meet at least two of the following key criteria to be considered for funding:

- enhance capability and increase capacity
- mitigate community organisation funding gaps
- consider the needs of older people, Pacific people and other ethnic communities, people with disabilities, women and youth
- have regards for the needs and aspirations of Maori.

The elderly are specifically mentioned as a priority group at the National Lottery as well as the Hawke’s Bay Lottery Community Committee level.

## ELDERLY SERVICES IN HAWKE’S BAY

A search through the Charities Commission Register (14 October 2010) identified 189 service providers under the search criteria of:

- social service
- elderly
- Hawke's Bay.

Refining the search to filter out those community organisations undertaking health or church- related activities resulted in the identification of 77 Hawke's Bay groups registered as agencies providing some form of social or advocacy services for the elderly.

Out of these 77 Hawke's Bay groups, a total of 48 are registered as Lottery and/or COGS recipients and funded to provide some services for elderly clients.

A further breakdown was conducted to identify service providers that:

- are 100% elderly clients focused
- provide social and/or advocacy services
- work within Hawke's Bay
- receive Lottery and/or COGS funding.

This resulted in a total of 13 Hawke's Bay community organisations that receive Lottery and/or COGS funding to provide social and/or advocacy services for only elderly clients. These are:

- Heretaunga Seniors
- 60s Up Movement
- AFB Lusk
- Ahuriri Kahui Pakeke
- SeniorNet Hawke's Bay
- Napier Day Care for the Elderly
- Taradale Senior Citizens
- Age Concern Napier
- Age Concern Hastings and CHB – (Considered two distinct groups)
- Age Concern Havelock North
- Age Concern Flaxmere
- Age Concern Wairoa.

## Method

## SCOPE OF PROJECT

To gain agreement from the 13 identified groups to be part of this project. This will involve undertaking an organisational assessment, completing an interview questionnaire and involvement in providing members with the opportunity to participate in a client satisfaction survey. (Appendix 1)

The project intends to:

- provide a combined overview of the income, expenditure and client numbers of the groups participating in this project, in addition to the elderly services provided by them
- conduct an assessment of the elderly services through surveying the responses of the elderly service managers/trustees to the following question: (Appendix 2)

“Is the current level of elderly services in Hawke’s Bay able to manage future elderly population growth?”

- conduct an assessment of client satisfaction via clients involved with these services to answer the question: (Appendix 3)

“Does the current level of services for the elderly meet your needs?”

The scope of this report is limited to:

- social and/or advocacy services provided by the 13 identified community services providers
- undertaking two assessments via surveys
- reporting on the results of the surveys

## OUTLINE OF THE ASSESSMENT PROCESS TO BE CONDUCTED

### Elderly service provider managers/trustees survey

Meeting, either face-to-face or as agreed, to participate in assessment to identify:

- current services delivered
- how effective their organisational structure is as rated against a set of indicators
- future service plans
- issues in operating.

### Elderly service provider members/clients survey

The members/clients to be given surveys via staff and volunteers of the elderly services they attend to identify:

- the type/s of services received
- the reason/s for visiting services
- regularity of the services over a one week period

- rating of the services delivered
- suggestions for improving services
- barriers to attending services.

Assistance was sought from, and given by, DIA Research & Evaluation Unit on the survey design. This included advice with regard to developing survey questions and managing information.

## MANAGING INFORMATION OBTAINED FROM THIS PROJECT

There is an expectation that no individual elderly service provider or any member/client who participates in this project will be identified.

The elderly service providers that agree to participate will be listed in the final report, but all information will be shown as an evaluation of the combined survey results or a random number will be assigned to each service provider.

There will be two types of reports written from this project:

### 1. Individual elderly service provider reports

These reports will provide information to each participating service provider showing survey results relating to their individual service from the managers/trustees as well as the members/clients perspective. These reports will belong to the particular service provider to use the information as they see fit. These reports will also be available to the DIA staff for internal purposes only.

### 2. Final report

This report will contain the combined results of all participating elderly service providers and will be available to all:

- participating elderly service providers
- interested stakeholders
- DIA staff.

This report will show the combined results of the two surveys conducted with the managers/trustees and the members/clients.

This report will identify if there are any common findings, themes or observations from the survey results.

## Results

Twelve elderly service providers out of the 13 identified agreed to be part of this project. The groups that took part in this project were:

- Heretaunga Seniors
- 60s Up Movement
- AFB Lusk
- Ahuriri Kahui Pakeke
- SeniorNet Hawke's Bay
- Napier Day Care for the Elderly
- Age Concern Napier
- Age Concern Hastings and CHB – (Considered two distinct groups)
- Age Concern Havelock North
- Age Concern Flaxmere
- Age Concern Wairoa.

All 12 interviews with the managers/trustees were conducted during March 2011. Interviews with 11 participating elderly service providers were completed.

Each participating service provider was given members/clients surveys for staff and/or volunteers to hand out, collect and post back to DIA Napier office.

Nine out of the 12 participating elderly service providers returned their member/client surveys. The 9 groups were:

- Heretaunga Seniors
- 60s Up Movement
- AFB Lusk
- Age Concern Napier
- Age Concern Hastings and CHB – (Considered two distinct groups)
- Age Concern Havelock North
- Age Concern Flaxmere
- Age Concern Wairoa.

The final combined results are from:

- 11 elderly service provider managers/trustees surveys and interviews
- 321 individual service provider members/clients representing 9 elderly service provider groups.

**Activity undertaken:**  
**A combined overview of income, expenditure and client numbers of the groups participating in this project, in addition to the elderly services provided by them**

A total of 12 groups	Combined findings	Comment
Total income per annum 2010	\$877,344	Average of \$73,112 income per group
Total expenditure per annum 2010	\$918,642	Average \$76,553 expenditure per group
Funding sources 2010		
<ul style="list-style-type: none"> <li>Government grants</li> </ul>	\$54,211 (6%)	Funding for elder abuse services and mobility scooter assessments and training
<ul style="list-style-type: none"> <li>Community grants</li> </ul>	\$501,640 (57%)	Variety of funders
<ul style="list-style-type: none"> <li>Self-generated income</li> </ul>	\$321,493 (37%)	Sourced from raffles, subscriptions, memberships, meal purchases, activity fees
<ul style="list-style-type: none"> <li>Lottery/COGS</li> </ul>	\$195,639 (39% of total community grants)	Predominantly to support salaries and volunteer and administration costs
Annual client numbers	10,000	This figure was sourced from Lottery and COGS client registrations. The number appears to represent the number of potential elderly people these groups could attract in the area they operate in
	570	This was the total number of client surveys the groups asked for to survey their clients over a one week period
Paid staff	32	2.4 paid workers per group on average
Volunteers	246	18 volunteers per group on average
Total Lottery/COGS amount of funding from 2001 -2010 to all 12 groups	\$1,382,392.00	\$138,239 spent per year on average on these services through Lottery/COGS

## GENERAL FINDINGS FROM COMBINED RESULTS

Lottery/COGS funding for these groups comes from two Lottery Committees (National and Hawke's Bay) and three COGS Committees (2 in Hawke's Bay and 1 in Gisborne).

As there are different Lottery/COGS funding regions funding these groups, the percentage of funding that each region had allocated for these groups from their annual budgets could not be calculated.

### **Activity undertaken:**

***An assessment of the elderly services through surveying the responses of elderly service managers/trustees participating in the project***

The full results are shown in Appendix 4.

## KEY FINDINGS FROM THE MANAGERS/TRUSTEES SURVEY RESULTS

The combined percentage ratings from all 11 groups who completed the organisational assessment are as follows:

- mission, purpose and goals –90%
- organisational structure –89%
- board participation –64%
- fiscal resources –89.3%
- capacity of volunteers –62.6%
- services and/or programmes –79.3%.

The five main issues these groups currently face are:

- sourcing funding to provide affordable and quality activities and outings to stimulate the members/clients mentally and physically
- needing to look for alternative fundraising options to provide sustainable and consistent service delivery
- having enough skilled volunteers to lead activities
- increasing costs in transporting the members/clients to and from activities
- increasing costs to provide meals to the members/clients.

The groups have predicted that in the next ten years there will be:

- increased membership numbers as elderly population grows
- increased numbers of members/clients that require more intensive assistance to address multiple social needs including the inability to meet their own basic needs
- the need for “younger” seniors to be utilised to support the “older” seniors
- more trends towards the one-stop shop approach to assist the elderly in multiple areas of their lives
- the need for elderly services to merge or work closer together

- the need to meet the support requirements of elderly people, particularly those aged 75-95 who are still able and want to live as independently as possible in the community
- the need to provide affordable activities to cater for the expected future fitter and healthier senior citizens.

**Activity undertaken:**  
**An assessment of client satisfaction through members/clients involved with participating services.**

The full results are shown in (Appendix 5)

### KEY FINDINGS FROM MEMBERS/CLIENTS SURVEY RESULTS

Out of a total of 321 members/clients responding to the survey:

- 94% were of NZ European or European ethnicity, 2.8% other, 2.8% Maori, 0.4% Asian, 0% Pacific Islander and 0% Indian
- 83% were female, 17% male
- 13% had an annual income of \$10,000 and under, 64% between \$10,001 and \$20,000, 13% between \$20,000 and \$25,000, 5.5% between \$25,000 and \$30,000 and 4.5% over \$30,000
- 66% were aged between 71-85 years, 18% were between 86 and 91+ and, 16% were between less than 65 and 70.

Additionally:

- 44% visited the service 3-5 times per month (averaging once a week)
- 87.5% stayed 1-4 hours each time they visited
- 96-98% were very satisfied or satisfied with the hours of opening, helpfulness and courtesy of staff, and the quality and affordability of the activities or services provided
- 49% belonged to other services, groups and clubs.

The top three services members/clients came for were:

- social company (43%)
- activities and entertainment (38%)
- lunch/food (19%).

### The problems that the members/clients had in getting to and from elderly services were identified as:

- having to rely on friends for transport
- mobility scooters are an unsuitable transport option in wet conditions
- many members/clients can no longer drive or are without cars. There are not enough current service provider vans to cater for those who need to use them to travel to and return from a service. This causes delays and inconveniences in getting the members/clients to and from some services
- bus timetables are not compatible with service opening hours
- it has become unaffordable for many members/clients to use private transport to travel to and from activities.

**Other activities that the members/clients would prefer were identified as:**

- meals available more often during the week
- elderly services open every day with a drop-in type facility for them to informally
- a one-stop centre for elderly that can accommodate multiple activities and health clinics
- more opportunities to participate in community festivals and events and visit other districts.

## Discussion

The scope of this project was very narrow, and the elderly service providers that participated were chosen to evaluate only the 'social' activities they undertake with the members/clients. Discussions about contracted services undertaken for government agencies were deliberately avoided to identify why members want to attend these providers, as opposed to "needing" to visit these providers.

There were a total of 321 members/clients of nine of the 11 elderly service providers who participated in this project. The total number of the members/clients of all 11 elderly service providers is not known.

Statistics New Zealand figures for 2011 show that Hawke's Bay has 32,400 residents aged 65 years and over. The survey was completed by 321 elderly clients representing only 0.99% of the current elderly population of Hawke's Bay.

### **Similarities in activities that all services undertake:**

Ten out of the 11 elderly service providers who participated in the survey undertake similar services and activities. Some offer more transport assistance than others and/or have takeaway meals available for the members/clients to purchase. One elderly service provider provides computer training as its core service.

The majority of the activities that are provided require a minimal level of physical fitness. This suggests that a majority of the members/clients have limited physical abilities and prefer to undertake more sedate activities.

The activities of "Sit and Be Fit" and indoor bowls are the most strenuous exercises that the members/clients undertake. A majority of the members/clients attend these services to play cards and housie, do craftwork, have a meal and socialise with each other.

A majority of the members/clients (89%) indicated that they were very satisfied or satisfied with the activities, service delivery and the cost of the programmes they participate in.

All the participating elderly service providers plan and deliver activities during set time periods on specific days of the week.

### **Organisation assessment:**

From the combined results of the Organisational Warrant of Fitness (WOF), the two main areas for improvement are with regard to:

- board participation –64%
- capacity of volunteers –62.6%.

The participating elderly service providers identified the need to attract and retain a pool of 'younger' and healthier older people to work in volunteer roles for group activities. This may prove difficult with the statistical information showing that people may require to work past the current retirement age because of expected skills shortage in the workforce in the future increasing the age of retirement in the process, and that there is the need to be more financially secure before becoming reliant on government superannuation.

Despite elderly service provider managers/trustees indicating the need to provide more volunteer training and mentoring, the members/clients have indicated a high level of satisfaction (89%) with the helpful attitude of staff members and volunteers.

#### **Demographics of clients:**

The responses showed that the majority of elderly people who attend these services belong to a set of distinctive and narrow demographic groups, namely:

- NZ European/European (96.8%)
- female (83%)
- between 71-85 years of age (66%)
- with an income of \$25,000 and under per annum (90.5%)
- attending the services for social contact.

The results show that 2.8% of the members/clients are Maori and 0.4% Asian. There were no recorded Pacific Island or Indian clients.

Maori and Pacific Island communities operate by making all family (including extended family) members co-operate and provide mutual support to meet each other's needs.

Maori have a strong whānau/hapu support system, and Pacific Island people of all ages are supported by their church.

Ninety per cent of the members/clients live on an income of \$25,000 or less. Health research undertaken in most developed countries suggests a strong connection between low income and poor health.

As per a Treasury Working Paper entitled *Poverty, Income Inequality and Health* (2001) by Judge and Paterson, people with low incomes face specific challenges in maintaining their health. Also, they are more likely to live in poor environmental situations with limited access to health care facilities. These may include inadequate housing and food, limited resources to stay warm and inability to participate in social activities.

It was identified from the members/clients survey that 52% of the members/clients use service provider vans or public transport or walk to get to and return from the elderly service providers centres. This suggests that many members/clients are fully reliant on others to transport them to and from the participating elderly service provider centres.

Forty-nine percent of the members/clients belong to other services, clubs or groups. These members/clients are engaged in a similar range of social or light craft or exercise activities with a variety of other service providers.

The members/clients observed that they would want the participating elderly service providers to be open every day, provide a drop-in type facility for them to meet informally and operate a one-stop centre that can accommodate multiple activities, meals and health clinics.

The one-stop centre concept suggested by the members/clients may have been developed as a means to reduce their financial costs in visiting other service providers for a limited period of time each week and paying each of the service providers to engage in very similar activities.

There would be definite savings in both transport and subscription fees for the members/clients if there was one service able to better provide for their social and recreational needs. As well, other types of services, say, those relating to health, budgeting and housing could be delivered through this central point.

**Issues with obtaining future funding to sustain services:**

The participating elderly service providers have reported a significant increase in the cost to provide transport and meals to the members/clients. Some services are struggling to attract adequate funding to provide a variety of quality and affordable activities.

The three sources of funding for the participating elderly service providers are community grants (57%), member contributions (37%) and government grants (6%).

Sourcing adequate funding is likely to become a serious concern for the participating elderly service providers as the current pool of community and government funding is shrinking or being allocated to support new initiatives.

It will also be difficult for the participating elderly service providers to increase the participation costs for the current members, as a majority of them (90.5%) receive an annual income of \$25,000 or less.

Additionally, it is apprehended that a significant number of future elderly people will be within the low socio-economic bracket, as the effects of the recession and increased costs of living are placing limits on their ability to ensure financial security at the time of retirement.

This could result in limited opportunities for the participating elderly service providers to be able to increase future membership contributions towards future activities, despite an anticipated increase in membership numbers.

The results have shown that there are important gaps in information that were not covered by the limited scope of the surveys undertaken. In particular, this

research could benefit from further investigation around the following questions:

- What percentage of the total membership of the 10 participating elderly service providers is 321 (that is, the number of members/clients who answered the survey)?
- What percentage of these members/clients have supportive family members living in close proximity to them? Do the results suggest that these members/clients live alone and have limited family or extended family support networks around them?
- Why is there a low percentage of elderly men attending elderly service provider activities? Are the activities provided too female-orientated, or not operating within environments that suit men?
- Why are the more affluent elderly residents in Hawke's Bay not attending these elderly service provider activities?
- Have any studies been undertaken on the current members/clients to identify what issues they face in meeting their basic needs and accessing adequate health care?
- What planning is being done by the participating elderly service providers in ensuring future sustainability of their services? In particular, is consideration being given to looking at options including:
  - sharing provider resources
  - providing more services/activities
  - increasing operating hours of activities
  - having in place the one-stop shop being asked for by members/clients
  - sourcing new funding revenues.
- Is it expected that there will be a future growth in the number of elderly Maori, Pacific Island and non-European members in the future? Why are the participating elderly service providers not attracting non-European ethnic groups?
- Current funding of these services is predominantly benefiting elderly European members. Does this indicate that the funders may not be adequately supporting or having any regard for the needs of elderly Maori, Pacific Island people and other ethnic groups?

These issues need to be explored further to ensure that no elderly ethnic groups are being disadvantaged or deprived of the opportunities to stay socially connected in their communities.

## Conclusion

This report is based on DIA Napier undertaking surveys with participating elderly service provider managers/trustees in Hawke's Bay and undertaking a survey with their members/clients.

The managers/trustees survey was based on answering the question:

***“Is the current level of elderly services in Hawke’s Bay able to manage future elderly population growth?”***

The results of this survey suggest that the current level of service provision will not be able to manage elderly population growth in future.

The survey results indicate a rise in costs to provide quality activities, transporting members/clients and attracting and retaining skilled volunteers.

Service providers are aware that in the next 10 years, there will be an increase in the number of members/clients. There will also be the need for:

- more intensive assistance for the members/clients
- more sustainable funding to continue to operate.

Some of the service providers have highlighted the need to merge or work closer together to share resources and be able to offer the members/clients a variety of activities.

The members/clients survey was based on answering the question:

***“Does the current level of services for elderly meet your needs?”***

The results of this survey show that the members/clients are currently very satisfied with the level of services they receive from the participating elderly service providers.

However the members/clients of the participating elderly service providers are predominantly from a set of very narrow demographic groups: they are primarily European and female and have an income of \$25,000 or less.

The three main reasons that the members/clients attend these services are social contact, meals and activities. Many members/clients belong to other groups, clubs or services that provide similar activities.

Suggestions for improvements include the development of a one-stop shop for elderly that operates as a drop-in type facility providing affordable transport and activities.

This project identified that the participating elderly service providers are catering to the needs of a small percentage and a narrow demographic band of the Hawke's Bay elderly community.

The results show that the narrow focus of this project has highlighted a number of questions and information.

The report recommends that the participating elderly service providers should be encouraged to further discuss the gaps in information and the questions emerging from the survey findings. This might assist them by providing a basis for planning future service delivery to ensure that they can support increased membership numbers.

DIA is in a position to provide advice and assistance to these service providers. Supporting elderly service providers and their members has the potential to contribute to the realisation of the key objectives of Lottery Grants Board, namely:

- supporting volunteers
- enabling people to help themselves
- enhancing community wellbeing and addressing disadvantage
- promoting community participation, inclusion and identity.

## Recommendations

The report recommends that the participating elderly service providers should be encouraged to discuss the gaps in information and the questions emerging from the survey findings. This might assist them by providing a basis for planning future service delivery to ensure that they can support increased membership numbers.

The types of opportunities that exist for the participating elderly service providers include:

developing marketing and community awareness to attract more:

- financially independent members/clients
- members from other ethnicities
- male members/clients

formulating strategies to:

- deliver appropriate cultural services
- pool resources between services
- work together to reduce operation costs
- investigate the “one-stop shop” concept further
- attract and retain quality volunteers
- tap into a wider variety and source of funding.

## References

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# Appendix

Appendix 1



Te Tari Taiwhenua

## INVITATION TO PARTICIPATE

### Elderly Service Provider Project

As the Manager/Coordinator/Trustee of an elderly service provider you are invited to participate in a project being undertaken by the Napier Office of the Department of Internal Affairs.

Your participation is optional.

Attached is the project brief to provide information on the purpose of this project.

If you are interested in participating in this project please email:



### PROJECT BRIEF

## PURPOSE OF PROJECT

Statistics New Zealand predicts that by the end of 2018 one in four New Zealanders will be over the age of 65. This has implications for future demand for elderly related services including health.

This has prompted a need to undertake a research project to discuss the following issue:

*Is the current level of elderly services in Hawke's Bay able to effectively manage future elderly population growth?*

## SCOPE OF PROJECT

A search on the Charities Commission website and the Lottery Grants Administration website was undertaken to identify service providers that:

- are 100% elderly client-focused
- provide social and/or advocacy services
- work within Hawke's Bay
- receive Lottery and/or COGS funding.

The search results showed a total of 13 Hawke's Bay community organisations that receive Lottery and/or COGS funding to provide **social and/or advocacy services** for **only elderly clients**. These groups are:

- Heretaunga Seniors
- 60s Up Movement
- AFB Lusk
- Ahuriri Kahui Pakeke
- SeniorNet Hawke's Bay
- Napier Day Care for the Elderly
- Taradale Senior Citizens Association
- Age Concern Napier
- Age Concern Hastings and CHB (considered two groups)
- Age Concern Havelock North
- Age Concern Flaxmere
- Age Concern Wairoa.

It is the above 13 community organisations that will be asked to be part of this project.

## PROJECT ACTIVITIES

The project intends to:

- conduct an assessment of elderly services through surveying Managers of these services to answer the question:

*"Is the current level of elderly services in Hawke's Bay able to effectively manage future elderly population growth?"*

- Conduct an assessment of client satisfaction through surveying clients involved with these services to answer the question:

*“Does the current level of services for the elderly meet your needs?”*

- produce a report discussing survey findings to provide information to the participating elderly services providers.

### **SURVEY PROCESS**

#### **Elderly services provider’s managers’ survey:**

Meeting, either face-to-face / by telephone /via email with elderly services provider’s managers to identify:

- current services delivered
- annual number of clients
- effectiveness their organisational structure
- barriers to networking with other groups
- future service plans
- operational issues.

#### **Elderly services provider’s clients’ survey:**

Engaging support for elderly services provider’s managers/staff/volunteers to conduct the client survey over a one week period to identify:

- type/s of services received
- reason/s for visiting this service
- regularity of services over a one week period
- service/s preferred and the reason/s and why
- rating of the service/s delivered
- suggestion/s for improved service/s
- barrier/s to attending service/s.

**Note: The client survey will not identify any individual clients who participate.**

The collection and evaluation of the information for the survey will be undertaken by Department of Internal Affairs staff member. A completed report will be given to participating elderly services providers for information purposes.

## ELDERLY SERVICE PROVIDER MANAGER/COORDINATOR/TRUSTEE SURVEY

This survey is about the identifying if current services provided to elderly people are meeting their needs. The survey results will be used to help elderly service provider groups to plan better services.

The survey will be analysed by the Department of Internal Affairs. The results will be used to help the Department to ensure elderly services are relevant to the needs of the community.

<b>Mission, purpose and goals.</b> <b>Do elderly services have:</b>	<b>Yes</b>	<b>No</b>	<b>Some</b>	<b>Comments</b>
A clearly written mission statement?				
An annual process for setting/renewing goals?				
A strategic plan?				
An annual report?				

<b>Organisational structure.</b> <b>Do committees:</b>	<b>Yes</b>	<b>No</b>	<b>Some</b>	<b>Comments</b>
Have a clear statement of purpose?				
Have a specific role/job description for each staff member?				
Have a specific role/job description for each volunteer?				
Review membership and structure annually for relevancy?				
Systems/practices in place to ensure compliance with all legal requirements?				

<b>Board participation.</b> <b>Does the organisation currently have:</b>	<b>Yes</b>	<b>No</b>	<b>Some</b>	<b>Comments</b>
Committed and active members?				
Enough people to carry out its purposes and goals?				
Board members with the right mix of skills to lead/direct?				
No difficulties in recruiting new Board members?				
100% attendance of all Board members at Board meetings?				
<b>Fiscal resources.</b> <b>Are the organisation's resources:</b>	<b>Yes</b>	<b>No</b>	<b>Some</b>	<b>Comments</b>
Costed out on a cost per activity/project budget				
Sourced from a variety of funders/contracts?				
Reported to Board at all Board meetings?				
Partly made up of membership subscriptions?				
Partly made up of fees from clients attending activities/services?				
<b>Capacity of employees and volunteers.</b>	<b>Yes</b>	<b>No</b>	<b>Some</b>	<b>Comments</b>
Do employees undergo induction when commencing work for the organisation?				
Do volunteers undergo induction when				

commencing work for the organisation?				
Do employees have regular mentoring and coaching sessions?				
Do volunteers have regular mentoring and coaching sessions?				
Do employers attend training and development courses that are paid for by the organisation?				
Do volunteers attend training and development courses that are paid for by the organisation?				
In your view do employees have the required skills to assist the organisation?				
In your view do volunteers have the required skills to assist the organisation?				
Is the recruiting process for new employees easy?				
Is the recruiting process for new volunteers easy?				
Is retaining adequate numbers of employees easy?				
Is retaining adequate numbers of volunteers easy?				

Services and/or programs	Yes	No	Some	Comments
Are there action plans for each programme or activity?				
Are evaluations undertaken on each				

programme or activity?				
Are outcomes from each programme or activity measured?				
Are client/customer/participant survey evaluations undertaken on each programme or activity?				
Is the number of clients/customers/participants recorded for each programme or activity?				
Is the annual number of clients receiving help from your group recorded?				
Is the ethnicity, age and gender recorded for each client/customer/participant?				
Is a final report on the evaluation of programmes/activities given to your Committee for annual planning purposes?				

Total score out of			
Total number of questions	Yes	No	Some
Multiply total by	5	0	2.5
Total			
% score			

**General discussion section:**

**Organisation**

1. When did you last review each client activity/service your group undertakes in terms of:

**Cost effectiveness?**

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**Meeting clients' needs?**

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2. Can you identify the groups or forums your organisation regularly works with or attends?

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3. What are the main issues your organisation is facing in planning future activities/services?

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4. What do you think your organisation will look like in 10 years time?

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**Job role**

**How long have you worked in the field of elderly services?**

**How long have you worked for this elderly service provider?**

**Have you had any other job roles with this elderly service provider? (If yes, can you please list them?)**

**How long have you been in the position of Manger/Coordinator/Trustee?**

**Organisation:**

**Person completing survey:**

**Date:**

**Thank you for your time in responding to this survey**

## ELDERLY SERVICES CLIENTS SURVEY

This survey is about the identifying if current services provided to elderly people are meeting their needs. The survey results will be used to help elderly service provider groups to plan better services.

The survey is **anonymous** and the answers you give will be added together so you can't be identified.

The survey is **voluntary** and you do not have to take part.

This is not a test and there are no right or wrong answers.

Please tick the box of the answer you choose or write your answer in the space provided.

The survey will be analysed by the Department of Internal Affairs. The results will be used to help the Department to ensure elderly services are relevant to the needs of the community.

The survey forms will be destroyed once the results have been analysed.

1. How many times have you used this service over the last month?

Once	
Two – three times	
Three – five times	
Five to ten times	
More than ten times	

2. How long do you stay each time you visit this service?

1 – 2 hours	
2 – 3 hours	
3 – 4 hours	
4 – 5 hours	
5 – 6 hours	
6 – 7 hours	
Over 7 hours	

3. How do you rate this service in the following areas?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Hours of opening					
Helpfulness and courtesy of staff					
Activities or services provided					
Affordability of activities or services					

4. What is the main type of transport you use to get to this service?

Service van/bus	
Own transport	
Public transport	
Walk	

5. Do you have any problems travelling to this service?

Yes	
No	

6. If yes, what are they?

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7. What are the three main services that you come for?

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8. Are there other activities or services you would like this service to provide?

Yes	
No	

9. If yes, what are they?

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10. Do you have any problems regarding the quality of the activities or services?

Yes	
No	

11. If yes, what are they?

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12. Do you have any problems regarding the delivery of the activities or services?

Yes	
No	

13. If yes, what are they?

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14. Do you have any suggestions to improve the delivery of the activities or services?

Yes	
No	

15. If yes, what are they?

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16. Are you a member of other:

Services?

Yes	
No	

Groups?

Yes	
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No	
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Clubs?

Yes	
No	

17. If **yes**, what other services, groups or clubs do you belong to?

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18. What is your age group?

65 -70 years	
71 -75 years	
76 -80 years	
81-85 years	
86-90 years	
91 years and over	

19. What is your gender?

Male	
Female	

21. What is your ethnicity? (tick all that apply)

NZ European	
NZ Maori	
European	
Pacific Island	
Asian	
Indian	
Other (please specify )	

22. What is your annual income?

\$0- \$5,000	
\$5,001 - 10,000	
\$10,001 - \$15,000	
\$15,001 - \$20,000	
\$20,001 – 25,000	
\$25,001-30,000	
More than \$30,000	

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Thank you for your time.

## Appendix 4

## Final Managers'/Board comments and organisational score card in no particular order Provider 1

Answered 32 questions with 7 questions not applicable.

Total number of questions to be scored	Yes	No	Some
32	28	7	0
Multiply total by	5	0	2.5
Total	140	0	0

Total possible score 160 (32x5)	<b>140</b>
% score 140/160	<b>87.5%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 75%
- Organisational structure –80%
- Board participation –100%
- Fiscal resources –100%
- Capacity of volunteers –83.3%
- Services and/or programmes – 85.7%

### The results of the Management/Trustee survey show:

- This group is operating effectively in all organisational areas
- The main issues this group faces is funding to provide affordable activities and outings to stimulate members' mentally and physically
- This group anticipates a larger membership base in the next ten years. This will require the planning of new activities and programmes.

This group has approximately 72 members that meet to participate in activities, outings and listening to key community speakers. The group has no paid staff and relies on volunteers, mainly people on their committee, to plan all activities.

## Provider 2

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	28	9	2
Multiply total by	5	0	2.5
Total	140	0	5

Total possible score 195 (39x5)	<b>145</b>
% score 145/195	<b>74.3%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 100%
- Board participation – 80%
- Fiscal resources – 83.3%
- Capacity of staff & volunteers – 50%
- Services and/or programmes – 75%

### The results of the Management/Trustee survey show:

- This group has a strong organisational structure in place. This includes systems in place to comply with legal requirements around annual reporting, financial management and Board approvals for budget spending.
- There is an opportunity to strengthen in the organisational area of supporting staff and volunteers. While this is funding dependent, this group has indicated a need to develop more structured recruiting and on-going training processes. This will assist the group to maintain both adequate numbers and a higher skill level of both staff and volunteers.
- An emerging risk facing Flaxmere Age Concern is the current reliance on one person to be the central point of contact for activity planning, client work, sourcing funding streams and promoting the vision of this group. The group needs to ensure that when this person vacates their current role, the group can continue to operate strongly.
- In discussions with the Manager it was noted that this group is seeing an increase in the number of under 65 year olds wanting to become members. This age group of members tend to be unemployed or sickness beneficiaries, on low incomes and are isolated from their peers by not being active in the workforce.
- It is anticipated the next 10 years will see:
  - Increased membership numbers in both the low income individuals who cannot afford high membership fees to join other

- clubs, and those who are physically unable to participate in more active pastimes;
- Increased numbers of members who require more assistance to address multiple social needs including food, living costs, ill health and dysfunctional families.

## Provider 3

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	29	3	7
Multiply total by	5	0	2.5
Total	145	0	17.5

Total possible score 195 (39x5)	<b>162.5</b>
% score 162.5/195	<b>83.3%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 90%
- Board participation – 60%
- Fiscal resources – 90%
- Capacity of staff & volunteers – 95.8%
- Services and/or programmes – 75%

### The results of the Management/Trustee survey show:

- This group is under the umbrella of the Waiapu Anglican Social Services Trust Board This ensures that there is strong organisational structures in place including systems in place to comply with legal requirements around annual reporting, financial management and Board approvals for budget spending.
- There is an opportunity to strengthen in the organisational area of board participation. While it is acknowledged this group has committed and active board members, there are opportunities for this group to develop policies and procedures for recruiting and retaining new board members with a wide variety and mix of skills to further enhance the work this group undertakes.
- The two main issues facing this group are:
  - Decreasing funding sources that impacts on wages and the ability of this group to promote its services
  - Limited time to undertake research into need of members to improve programme delivery.
- It is anticipated the next 10 years will see:
  - More trends towards community based care services for increasing elderly population with a stronger promotion on healthy living
  - Changes in programme/ activity content of current elderly service providers to cater for more member's needs.

## Provider 4

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	32	6	1
Multiply total by	5	0	2.5
Total	160	0	2.5

Total possible score 195 (39x5)	<b>162.5</b>
% score 162.5/195	<b>83.3%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 100%
- Board participation – 80%
- Fiscal resources – 80%
- Capacity of staff & volunteers – 66.6%
- Services and/or programmes – 87.5%

**The results of the Management/Trustee survey show:**

- There is an opportunity to strengthen in the organisational area of capacity of staff & volunteers. While it is acknowledged that this group has committed and active volunteers, there are opportunities for this group to develop policies and procedures for recruiting and regular training of volunteers to ensure the continued safe practices when working with members.
- The two main issues facing this group are:
  - Having enough volunteers with the confidence to lead group activities
  - Being able to afford quality entertainment for members’.
- It is anticipated the next 10 years will see:
  - The Lusk Centre continuing to operate under its philosophy and being able to adapt and grow services to meet any future challenges of caring for elderly clients.

## Provider 5

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	35	1	3
Multiply total by	5	0	2.5
Total	175	0	7.5

Total possible score 195 (39x5)	<b>182.5</b>
% score 182.5/195	<b>93.5%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 100%
- Board participation – 100%
- Fiscal resources – 100%
- Capacity of staff & volunteers – 79%
- Services and/or programmes – 100%

### The results of the Management/Trustee survey show:

- Age Concern Napier has a robust organisational structure that provides members with activities and services that are well planned and supervised
- This group scored 100% in all organisational areas except for capacity of staff & volunteers. This area scored a high 79% and indicated a possible area of improvement exists in developing procedures for recruiting and retaining volunteers and staff with the appropriate skills to work alongside members.
- The two main issues facing this group are:
  - Obtaining sufficient funding to cope with increased numbers of members
  - Looking for alternative funding options as traditional income sources are becoming less secure.
- It is anticipated the next 10 years will see:
  - Growth in the senior population that will increase demand for services
  - A need to increase elderly social activities and support programmes
  - A need for “younger” seniors to be utilised to support “older” seniors.

## Provider 6

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	16	9	14
Multiply total by	5	0	2.5
Total	80	0	35

Total possible score 195 (39x5)	<b>115</b>
% score 115/195	<b>58.9%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 75%
- Organisational structure – 60%
- Board participation – 30%
- Fiscal resources – 100%
- Capacity of staff & volunteers – 33.3%
- Services and/or programmes – 68.7%

**The results of the Management/Trustee survey show:**

- The results of the WOF show this group has potential to improve in the organisational areas of:
  - Board participation, and
  - Capacity of staff & volunteers.

This could involve the group developing a process for attracting new board members with the desired skills required to lead this group and providing volunteers with creating a more robust training programme to recruit and mentor volunteers.

- The main issue facing this organisation is the inconsistency of funding sources. Many funding sources are one-off or discretionary resulting in fluctuating and uncertain annual financial budgets. This impacts on the ability of this group to plan sustainable future activities.
- This group anticipates the next 10 years will see an increase in elderly Maori members.

## Provider 7

Answered 37 out of 39 questions.

Total number of questions to be scored	Yes	No	Some
37	29	1	7
Multiply total by	5	0	2.5
Total	145	0	17.5

Total possible score 185 (37x5)	<b>162.5</b>
% score 162.5/185	<b>87.8%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 100%
- Board participation – 70%
- Fiscal resources – 100%
- Capacity of staff & volunteers – 86.3%
- Services and/or programmes – 68.7%

**The results of the Management/Trustee survey show:**

- The group has robust organisational systems in place to manage financial and human resources. The group has committed and active board members and is currently looking to induct new members with fundraising skills.
- Programmes plans are undertaken for each activity and some evaluation of these activities are undertaken
- The two main issues facing this group are:
  - Looking to provide more self-sustaining activities to reduce funding dependency
  - Needing to grow capacity and skill sets for future services
- It is anticipated the next 10 years will see:
  - More of a trend towards a one-stop shop approach to assisting the elderly
  - A significant growth in the number of elderly residents, particularly in the Hastings suburb of Havelock North.

## Provider 8

Answered all 39 questions.

Total number of questions to be scored	Yes	No	Some
39	25	3	11
Multiply total by	5	0	2.5
Total	125	0	27.5

Total possible score 195 (39x5)	<b>152.5</b>
% score 152.5/195	<b>78.2%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 100%
- Organisational structure – 80%
- Board participation – 40%
- Fiscal resources – 100%
- Capacity of staff & volunteers – 75%
- Services and/or programmes – 81%

### OBSERVATIONS:

**The results of the Management/Trustee survey show:**

- There is an opportunity to strengthen in the organisational area of board participation. While it is acknowledged this group has committed and active board members, there are opportunities for this group to develop policies and procedures for recruiting and retaining new board members with a wide variety and mix of skills to further enhance the work this group undertakes.
- The two main issues facing this group are:
  - The increased compliance documentation needed with limited staff resources and the cost of employing skilled professional staff
  - Difficulties with small elderly services needing to develop improved services and providing evidence of outcomes to fulfil contract funding.
- It is anticipated the next 10 years will see the need:
  - For service providers to merge and evolve to meet the needs and requirements of an increasing number of elderly people aged 75-95
  - For providers to develop more self-sustaining revenue streams.

## Provider 9

Answered 33 out of 39 questions.

Total number of questions to be scored	Yes	No	Some
33	18	13	2
Multiply total by	5	0	2.5
Total 95	90	0	5

Total possible score 165 (33x5)	<b>95</b>
% score 95/165	<b>57.5%</b>

The WOF scores over the 6 organisational areas were as follows:

- Mission, purpose and goals – 50%
- Organisational structure – 80%
- Board participation – 100%
- Fiscal resources – 50%
- Capacity of staff & volunteers – 41%
- Services and/or programmes – 50%

### OBSERVATIONS:

The results of the Management/Trustee survey show:

- The two main issues facing this group are:
  - The increasing costs of transporting members to and from activities
  - Cost of providing meals and activities requires that a minimum weekly number of 13 members participate and maximum capacity is 20 members weekly.
- It is anticipated the next 10 years will see the need:
  - To provide more structured services to cater for a growth in membership numbers
  - To increase costs for activities and services provided
  - To provide activities that cater for members who are fitter and healthier for longer.

## Provider 10

Answered 30 out of the 39 questions.

Total number of questions to be scored	Yes	No	Some
30	26	2	2
Multiply total by	5	0	2.5
Total	130	0	5

Total possible score 150 (30x5)	<b>135</b>
% score 135/150	<b>90%</b>

The WOF scores over the 6 organisational areas were as follows:

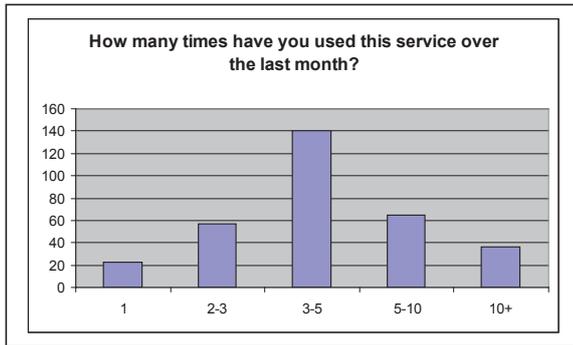
- Mission, purpose and goals – 100%
- Organisational structure – 100%
- Board participation – 70%
- Fiscal resources – 90%
- Capacity of staff & volunteers – 66.6%
- Services and/or programmes – 100%

No comments or observations were made by this group.

## Combined Elderly Service Provider Members' Survey Results

The combined members' survey was completed by 321 people who are members of 9 elderly service providers. Some provided more than one answer to some questions and not all people answered each question.

1.



Times used service over a month	Number of responses from participants
1	23 (7%)
2-3	57 (18%)
3-5	140 (44%)
5-10	65 (20%)
10+	36 (11%)
<b>Total</b>	<b>321 (100%)</b>

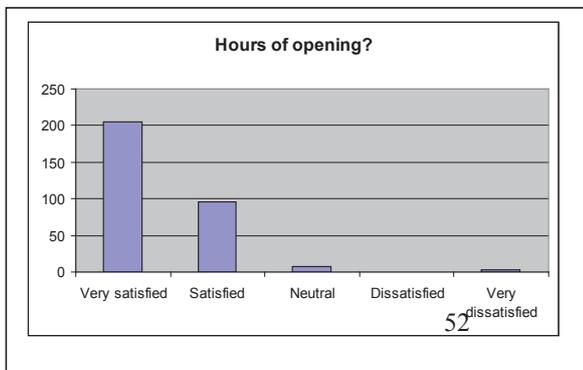
2.



Hours stayed each time	Number of responses from participants
1-2	102 (31%)
2-3	115 (34%)
3-4	70 (22.5%)
4-5	25 (8%)
5-6	9 (3%)
6-7	3 (0.9%)
7+	2 (0.6%)
<b>Total</b>	<b>326 (100%)</b>

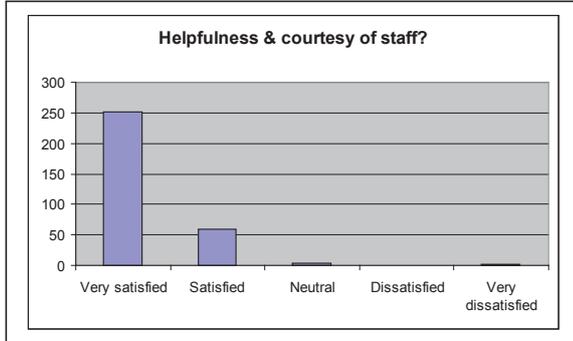
3. How do you rate the service in the following areas?

a.



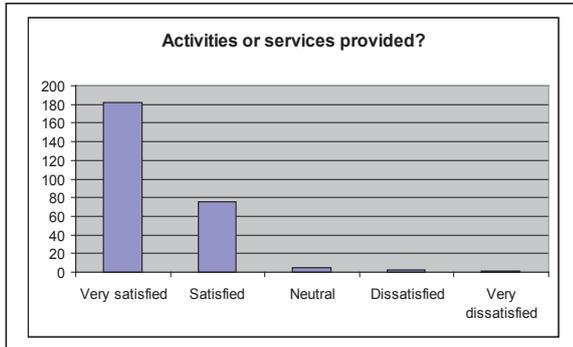
Very satisfied	205 (66%)
Satisfied	96 (32%)
Neutral	7 (1.3%)
Dissatisfied	0
Very dissatisfied	3 (0.7%)
<b>Total</b>	<b>311 (100%)</b>

b.



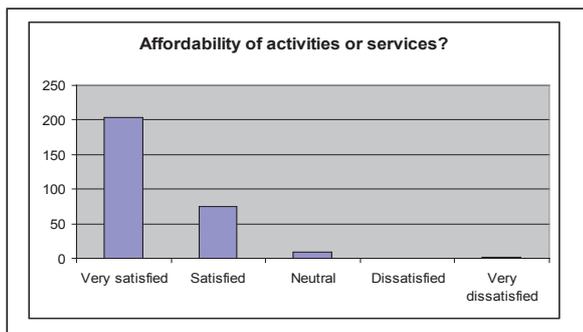
Very satisfied	252 (79%)
Satisfied	60 (19%)
Neutral	4 (1.3%)
Dissatisfied	0
Very dissatisfied	1 (0.7%)
<b>Total</b>	<b>317 (100%)</b>

c.



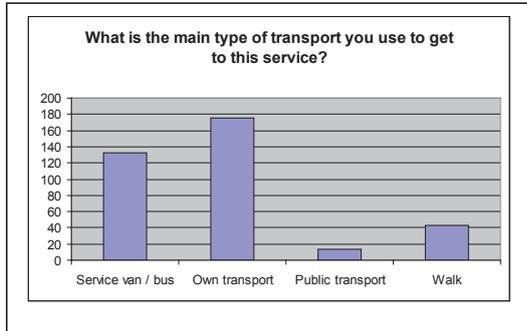
Very satisfied	182 (69%)
Satisfied	75 (28%)
Neutral	5 (1.9%)
Dissatisfied	2 (0.8%)
Very dissatisfied	1 (0.3%)
<b>Total</b>	<b>265 (100%)</b>

d.



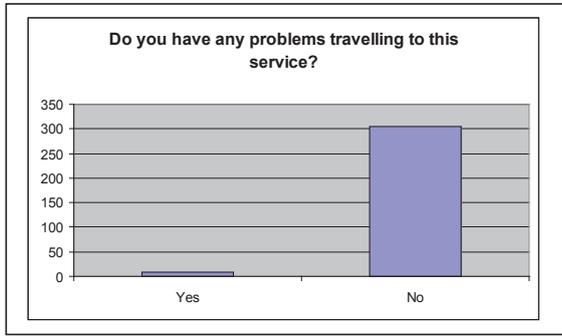
Very satisfied	204 (70%)
Satisfied	75 (26%)
Neutral	9 (3.4%)
Dissatisfied	0
Very dissatisfied	2 (0.6%)
<b>Total</b>	<b>290 (100%)</b>

4.



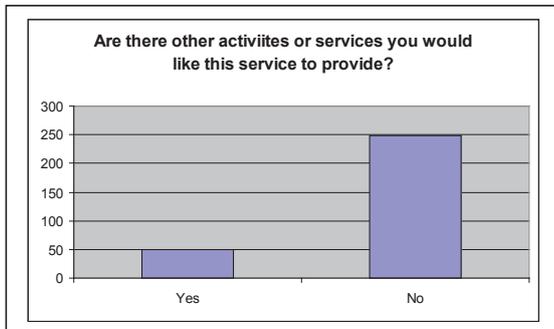
Service van/bus	132 (36%)
Own transport	175 (48%)
Public transport	14 (4%)
Walk	43 (12%)
<b>Total</b>	<b>364(100%)</b>

5.



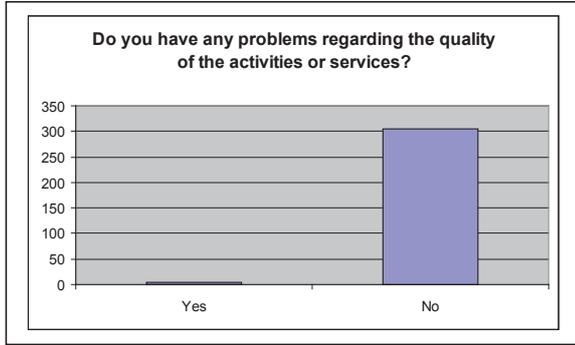
Yes	8 (3%)
No	305 (97%)
<b>Total</b>	<b>313(100%)</b>

6.



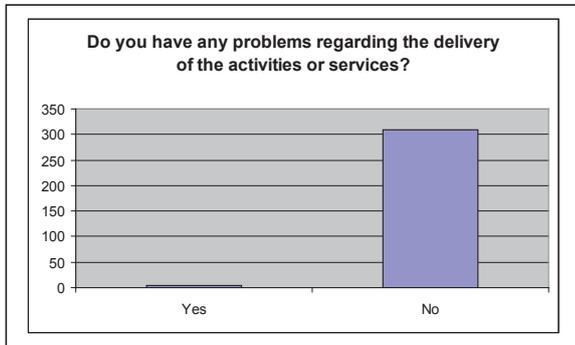
Yes	49 (16%)
No	249(84%)
<b>Total</b>	<b>298(100%)</b>

7.



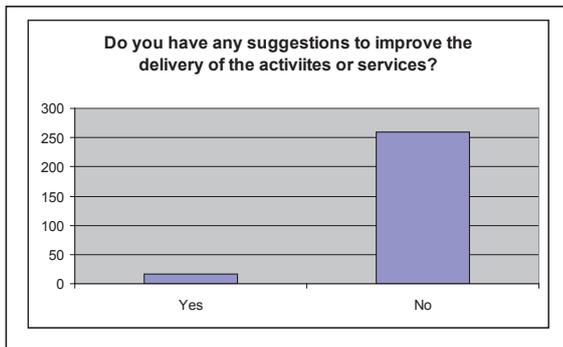
Yes	5 (1.6%)
No	305(98.4%)
<b>Total</b>	<b>310(100%)</b>

8.



Yes	5 (1.5%)
No	310(98.5%)
<b>Total</b>	<b>315(100%)</b>

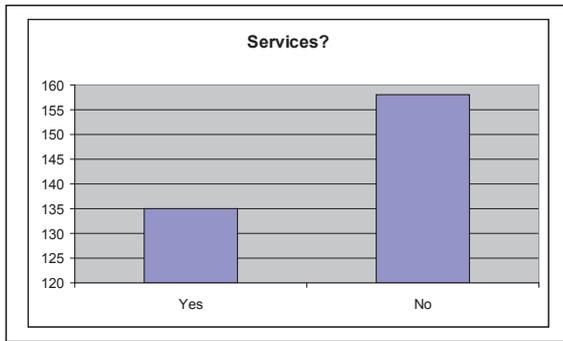
9.



Yes	17 (6%)
No	259(94%)
<b>Total</b>	<b>276(100%)</b>

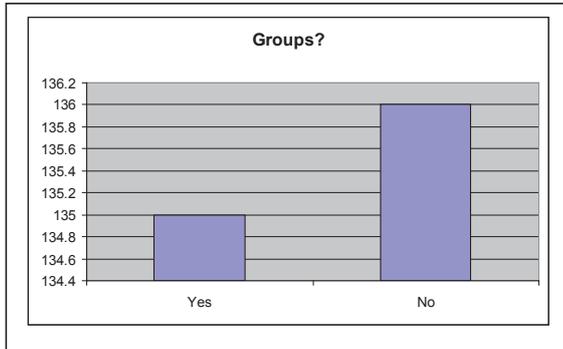
**10**  
**Are you a member of other services, groups or clubs?**

**a.**



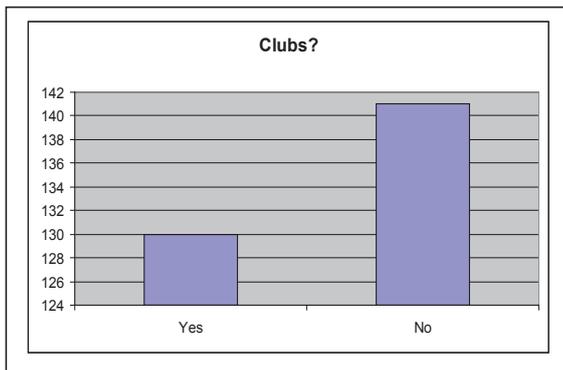
Yes	135(46%)
No	158(54%)
<b>Total</b>	<b>293 (100%)</b>

**b.**



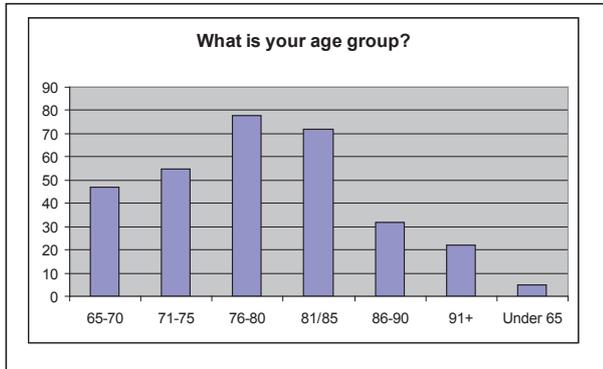
Yes	135(49%)
No	136(51%)
<b>Total</b>	<b>271(100%)</b>

**c.**



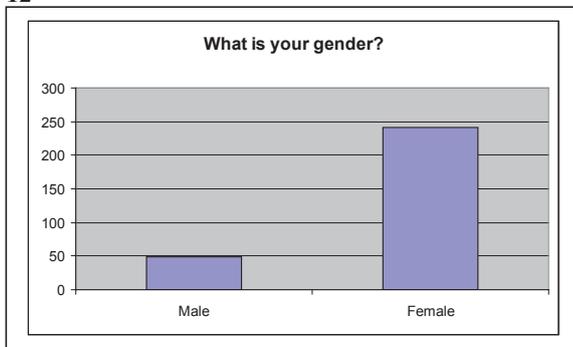
Yes	130(47%)
No	141(53%)
<b>Total</b>	<b>271(100%)</b>

11.



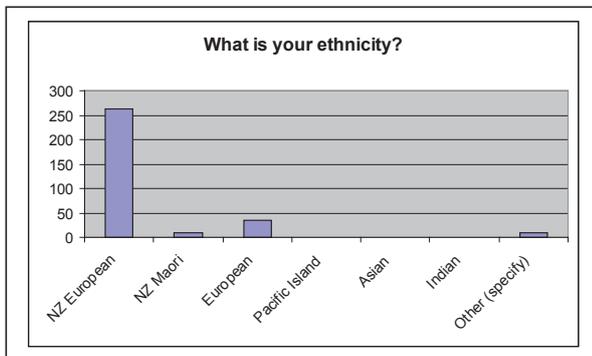
65-70 years	47 (15%)
71-75 years	55 (17.6%)
76-80 years	78 (25%)
81-85 years	72 (23%)
86-90 years	32 (11%)
91+ years	22 (7%)
Under 65 years	5 (1.4%)
<b>Total</b>	<b>311 (100%)</b>

12



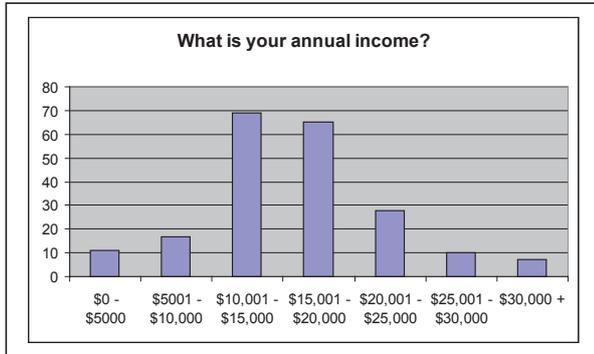
Male	49 (17%)
Female	242(83%)
<b>Total</b>	<b>291(100%)</b>

13.



NZ European	263 (83%)
NZ Maori	9 (2.8%)
European	35 (11%)
Pacific Island	0
Asian	1 (0.4%)
Indian	0
Other	9 (2.8%)
<b>Total</b>	<b>317 (100%)</b>

14.



\$0-\$5,000	11 (5%)
\$5001-\$10,000	17 (8%)
\$10,001-\$15,000	69 (33%)
\$15,001-\$20,000	65 (31%)
\$20,001-\$25,000	28 (13.5%)
\$25,001-\$30,000	10 (5%)
\$30,000+	7 (4.5%)
<b>Total</b>	<b>207(100%)</b>

## WHAT SERVICES/ACTIVITIES DO MEMBERS' COME FOR?

Combined answers from members of the 9 elderly service providers:

- 60's up Movement
- Flaxmere Age Concern
- Heretaunga Seniors
- AFB Lusk
- Napier Age Concern
- Wairoa Age Concern
- Havelock North Age Concern
- Hastings & CHB Age Concern

The below table shows the top THREE services/activities members' recorded as the most important reason why they come to these elderly service providers.

SERVICE or ACTIVITY	TOTAL NUMBER
Social company	291
Activities and entertainment	254
Lunch/food	122
<b>TOTAL</b>	<b>667</b>

**RAW DATA FROM EACH MEMBER SURVEY PER SERVICE PROVIDER**

**Provider 1:**

What are the three main services that you come for?			
Social		2	
Fun		2	
Cup of tea		1	
Education		1	
Friendship		3	
Activities		1	
Monthly meeting		3	
Committee meeting		1	
Companionship		6	
Speaker & entertainers		7	
Trips		4	
60 Up		1	
Second Wind		1	
Age Concern		1	
Any help I may need		1	
Walking group		2	
Lunch group		4	
To see my friends and meet new ones			1
Keeping up with events that interest me			1

**Provider 2:**

What are the three main services that you come for?			
2	Talking to people		
4	Playing pool		
2	Cup of tea		
6	Company		
3	Cards		
1	Mental stimulation		
4	Trips		
3	Companionship		
3	Socialising		
2	Activities		
2	Fellowship		
4	Friendship		
3	Meeting people		
3	Getting advice & information		
1	Borrowing equipment		
1	Tai Chi		
2	Eggs		
1	Games		
1	Snooker		
2	Speakers		
3	Bowls		
1	Transport		

Provider 3:

	What are the three main services you come for?
1	Socialising
29	Company of others
3	Games
5	Exercises
1	Housie
16	Entertainment
21	Meal
5	Lunch
8	Friendship
1	Fellowship
1	Information
3	Wednesday group
1	Social reasons
1	Hugs
1	Social activities
3	The people
1	The fun
1	The sharing
1	Happy times
5	Community Days
1	Film once a month
1	Music
2	Mental stimulation - various talks, books
3	Fitness
1	Cooperating staff

Provider 4:

**What are the three main services you come for?**

- Friendship x2
- Coffee mornings x7
- Trips x9
- Company/companionship x8
- Advice x13
- Seminars x2
- Exercise classes x3
- Help x11
- Housie x1
- Shows x3
- Meet people x1
- Work in office x1
- Social activities x6
- Information x1

Meals x1  
 Fun x1  
 Entertainment x1  
 Health promotions x1  
 Cards x1

Provider 5:

**What are the three main services you come for?**

4	Food			
2	Fellowship			
2	Chess			
12	Companionship			
8	Recreation			
10	Games			
7	Friendship			
12	Entertainment			
1	Social interaction			
4	Crafts			
2	Company			
9	Dancing			
1	Special occasions			
1	Playing music for dancing			
3	Singing			
4	Gardening group			
2	Fun			
1	Activities			
4	Meeting people			
1	Being part of a family			
2	Quiz			
3	Cooking Sunday lunch			
4	Cards			
1	To help people			
2	Cup of tea			
1	As a volunteer			
2	Socialising			
4	Mahjong			
1	Music			

Provider 6:

9	Morning tea
10	Foot clinic
4	Tai Chi
3	Meetings and discussions
2	Winter warmer programme
2	Morning tea in Mahia
2	Massage
1	Socialising with friends
1	Newsletter
1	Film

Provider 7:

What are the three main reasons you come for?

General Service		
Social	71	
Activities	61	
<b>Top three reasons people attend</b>	<b>Company of others</b>	<b>52</b>
	<b>Meals/lunch</b>	<b>19</b>
	<b>Games/entertainment</b>	<b>61</b>

Provider 8:

**What are the three main reasons you come for?**

What are the three main services that you come for?	
14	Lunch
8	Bowls
6	Rumicub
6	Housie
6	Bus trips
5	Company
3	Sit and be fit
3	Ezee meals
3	Cards
2	housie
2	Foot care
2	Crib
1	Jigsaw puzzles
1	Sensible & helpful staff
1	Activities
1	Crafts
1	Space and facilities

Provider 9:

**What are the three main reasons you come?**

Outings	14
Helpful information	7
Exercise – sit and be fit	6
Morning tea	5
Meetings and talks	4
Lunch	3
Frozen meals	2
Alex's jokes	2
Activities	1
Pool	1
Bowls	1
Shopping in Napier and Hastings	1
Hospital visits	1

## COMBINED MEMBERS' ANSWERS

### WHAT PROBLEMS DO YOU HAVE GETTING TO THIS SERVICE?

- Have to rely on friends
- Not recommended to use mobility scooters in wet conditions x 2
- Many members can't drive or are without cars. The current vehicles are not enough to cater for those who need more of this service. There are delays and inconveniences in getting members to and from this service.
- Costs me \$33 per week to travel and pay for activities
- Have own transport but need to use crutches. Quite awkward sometimes
- I have bad eyesight
- Bus timetables do not work well with opening hours of centre
- Affordability of private transport
- Distance to travel to centre

### WHAT OTHER ACTIVITIES WOULD YOU LIKE THE SERVICE TO PROVIDE?

- As I organise trips for the elderly as a hobby/small business, would like to tap into organising trips away for elderly or there must be some people who like to travel but haven't the confidence on short or longer trips, especially to visit family
- Hospital visiting
- Quiz
- Dance
- Gardening tips
- Knitting/crochet
- Crafts
- Zumba
- Overnight stays at different towns
- Visiting places of interest
- More meals
- More garden trips and picnics
- River cruises
- More bus trips
- Bus trips around the countryside
- Have speakers at morning tea who do not speak for too long
- Would like centre to be opened for longer hours
- More phone lines – phone always engaged when members trying to ring centre
- More demonstrations with people coming in to show what they do and have a talk
- "Show and tell" seeing what hobbies others' have
- Transport from Mary Doyle to Centre for lunchtime Wednesday concert x 2
- More bring and buy sales
- More outings x2

- Go to Napier RSA for a meal
- Tai Chi x 3
- More pool/bowls
- Out of town newspapers being made available
- More sit and do activities
- More frequent midday dinners
- More parking
- Service not available everyday Monday to Friday
- Insufficient room at Centre
- 500
- Drop-in facility for tea/coffee/chat
- Flexibility for new activities
- Tai Chi
- Floral art
- Film days
- More men
- Computer skills – no SeniorNet in my area
- More health clinics held at centres
- More guest speakers
- Have our own building
- Go to concerts, shows, festivals
- Open more days per week
- Indoor bowls

## COMBINED MEMBERS' ANSWERS

### WHAT OTHER SERVICES, GROUPS OR CLUBS DO YOU BELONG TO?

**Summary of combined answers:**

<b>SERVICES:</b>	
RSA ( including Air Force Association)	46
Church groups	25
Greypower	16
Senior Citizens / Heretaunga Seniors	12
Probus	11
U3A	5
Lions	4
Women's Institute	6
Red Cross, Citizens Advice, Meals on Wheels, Toastmasters, Community Patrols	28
<b>EXERCISE GROUPS:</b>	
Pilates, dancing, swimming, line-dancing, Tai Chi, Badminton, Croquet, singing and music	29
Bowls (indoor and outdoor)	11
<b>HANDCRAFTS etc</b>	
Knitting, spinning, weaving, art, gardening, camera club, book clubs, quilting, stamp club and scrap-booking	23
<b>HEALTH</b>	
Arthritis, CCs, Deaf, Stroke and Blind associations	23
<b>GAMES</b>	
Bridge, mah jong and chess	4
<b>TRAVEL CLUBS</b>	9

**All recorded answers per service provider:**

RSA	9
Community Patrol	2
Over 60's Club	2
Greypower	2
Quilting group	1
Meals on Wheels	1
Phone News HB	2
Church	2
Red Cross	1
Garden Club	1
Country Music	1
Travel Clubs	3
U3A	1
Savage Club	1
Ex Kindergarten Mothers	1
Bowling Club	1
Probus	1
Handcraft group	1

RSA	14	Pilates	1	U3A	1
Senior Citizens	7	Lions	1	Mah-jong	1
Deaf Association	4	Women's Institute	1	Bolivia Group	1
Blind Foundation	2	Probus	1	Bowls	1
Church groups	3	Diabetes	1	Knitting Club	1
Stroke Foundation	3	Arthritis	1	Spinning and weaving	1
BUPA	1	Enliven	1		
Grey Power	1	CCS	1		

3	Probus
1	Hastings Operatic Society
1	Theatre Hawke's Bay
6	Age Concern
1	Book Club
1	Presbyterian Support Services - Mosaics
1	At Real People
1	Pani Club (Orphan's Wives)
2	Savage Club
2	Tour group
2	Organ Club
2	Entertainers group
1	HB Orienteering Club
1	NZ Founders Society
1	Chess Club
1	Hastings & Districts Scots Society
1	Badminton Club
1	St Columbus Board of Managers
1	KC Old Colleagues
1	House of Gordon
1	Clan Donald
1	Op shop work
1	Village Friends

7	Church
3	Dancing
1	Toastmasters
2	Art group
1	Havelock North Bowling Club
3	U3A
3	RSA
1	Hastings Baptist Ladies Friendly
1	Heretaunga Women's Rest
1	Church Ladies group
1	Blind Association
1	Swimming group
1	Napier Rose Society
1	Greypower
1	60 Plus
1	Duart
1	Vintage Car Club
1	Collectors Club
1	Masonic Lodge
1	Retired Men's

3	Grey Power
2	RSA
4	Lions Club
4	Bowls /indoor bowls
2	Senior Citizens
1	Bridge
1	Line dancing
1	Aqua aerobics
1	Tai Chi
1	500 cards
1	Spinning group
1	Art group
1	Women's Institute
1	Wairoa & District Rose Society
1	Wairoa Orchid Society
1	Citizens Advice
1	Health service

3	Dance group
3	Grey Power
4	Probus
1	Spinners and Weavers
1	Enliven
3	AFB Lusk
2	60's Up Movement
1	Duart House Society
4	Blind Foundation
4	Church groups
3	RSA

1	Library
1	Founders Club
1	Mary Doyle Trust
1	Air Force Association
2	Music clubs

RSA x 8  
 CWI x 7  
 Greypower x 6  
 Bowls (indoor or outdoor) x3  
 Church x 2  
 Probus x 2  
 K.E.V x 2  
 Travel Club x1  
 Women's Club x1  
 Senior Citizens x1  
 Alive Kiwis x 1  
 Stamp Club x1  
 Red Cross x1  
 Camera Club x1  
 Arthritis group x1  
 Exercise group x1  
 Line dancing x1  
 Swimming group x1  
 Pakeke x1

RSA x 6  
 Church x5  
 Garden Club x 2  
 Heretaunga Seniors x2  
 Pani x2  
 Bay Tours x2  
 Line Dancing x1  
 Follies x1  
 Indoor bowls x1  
 Choir x1  
 Croquet x1  
 Travel Club x1  
 Flaxmere Age Concern x1  
 Arthritis Support Group x1