

Time	Topic and Purpose	Presenter(s)	Format	Time allocated
9.30am	Garden Place: Social Support for people who are Unhoused; Activations; Safety and Enforcement The purpose of this session is for staff to discuss with Elected Members concerns around antisocial behaviour and associated matters related to central city following the SGDP Committee meeting staff action.	Helen Paki, Janet Carson, Relevant Unit Managers	Open Briefing	90 Minutes
Break 11.00am				
11.15am	Refresh of Age Friendly Plan The purpose of this session is to seek Elected Members input on the refresh of the Age Friendly Plan as the current plan expires in 2024. This is to allow for Members to ask staff any questions they may have ahead of a draft being prepared for Councils approval.	Michelle Rivers	Open Briefing	45 Minutes
Break 12.00pm				
1.00pm	Long-Term Plan Amendment, Annual Plan & Related Matters The purpose of this session is to give Elected Members a chance to ask staff any questions they have may ahead of the 20 March Council meeting.	James Clarke	Open Briefing	30 Minutes
1.30pm	Local Waters Done Well The purpose of this session is to work through final arrangements proposed in the 20 March Council paper and allow for Elected Members to ask any questions they might have. Staff determined following this session the slide pack information could be released.	Peter Winder	Closed Briefing	60 Minutes
SESSION ENDS				

Discussion Document:

Topic: Garden Place: Social Support for people who are Unhoused; Activations; Safety and Enforcement

Business Unit/Group:

Key Staff Contact/s: Helen Paki and Janet Carson

Direction Discussion/Drop-in Session recommended? Status: Open Briefing

PURPOSE OF TOPIC/INFORMATION

1. The staff action from the 20 February 2025 Strategic Growth & District Plan Committee meeting was as follows:
2. Staff undertook to report back to Members regarding initiatives for the unhoused in Garden Place, specifically detailing the role of the Council at a future Community and Natural Environment Committee meeting.
3. The purpose of this briefing is to provide Elected Members with a snapshot of current issues and initiatives and to seek feedback to inform next steps, including the report to Committee. The key areas of focus in this discussion document are:
 - a) Social support – what is available to people who are not housed and the wider streetie community
 - b) Activation – how is Garden Place currently activated, in progress and opportunities
 - c) City Safety – the role City Safety play in Garden Place and the wider Central City; recent Garden Place interventions
 - d) Bylaws – outline of the current bylaw framework and opportunities

WHAT KEY THINGS SHOULD MEMBERS THINK ABOUT/ CONSIDER IN UNDERSTANDING THIS INFORMATION?

4. Homelessness in Hamilton is a pressing issue that requires a balanced approach. People experiencing homelessness face safety concerns, health issues, social isolation, and poor living conditions. Support services are crucial, and addressing anti-social behaviour is also important. To tackle these challenges effectively, a coordinated approach and attention to bylaws and public safety are important:
 - a) **Coordinated Approach**
 - i) **Housing First:** Focus on providing housing first, then support services.
 - ii) **Integrated Services:** Work together with government and social services.
 - b) **Bylaws and Public Safety**
 - i) **Public Nuisance:** Manage behaviours like begging and public intoxication.
 - ii) **Safety and Cleanliness:** Keep public spaces safe and clean.
 - c) **Addressing Anti-Social Behaviour**
 - i) **Enforcement:** Implement measures to reduce anti-social behaviour.
 - ii) **Support:** Provide support to address the root causes, including mental health and addiction services.
5. While the role of Council is not to provide social support services, it can help coordinate a city-wide response, enable affordable housing development, work with social services, design and monitor safe and attractive city spaces, and implement bylaws to manage public nuisance behaviours. This discussion document does not cover Council's role in enabling housing as that is addressed in other areas of Council business.

KEY SUMMARY POINTS

Context

6. Recent observations in the CBD/Garden Place area have highlighted a range of concerning anti-social behaviours. These activities have been linked to an increase in street presence, with service providers noting an influx of new individuals and families into the city.
7. This trend is not unique to our city; other councils are reporting facing similar challenges, including a rise in rough sleeping, stretched service organisations, a lack of accommodation for single adults, increased anti-social behaviour, and growing demand on food banks.

Social Response

8. While the staff action has a focus on Garden Place, there is a broader social response to the issues of homelessness that includes government and community agencies.
9. Hamilton City Council Community Development and City Safety staff hold relationships with a number of agencies and are assisting with coordinating a joined-up approach as follows:

CBD Interagency Group

- a) Initiated in November 2024 by Police and facilitated by Hamilton City Council's Community Development
 - b) Meetings held monthly
 - c) Key Members – Police, Kainga Ora, Mental Health and Addictions, Ministry of Social Development, Hamilton Central Business Association, People's Project, Te Whare Korowai, other service providers and Hamilton City Council Teams
10. A series of initiatives are being implemented to address social issues in the central city, focusing on safety and wellbeing through collaborative efforts. This includes the establishment of a Monthly Streetie Community Hui to help build relationships through engagement, and to understand and address issues. Some of the issues raised include:
- a) Improved access to overnight toilets – actioned through out of hours reopening of external Centre Place toilet (Civic Square); however location of toilets in the city may need more focus.
 - b) Installation of new drinking fountains at Worley Place, Transport Centre and Victoria on the River.
 - c) Other needs: Self-policing, storage for belongings, showering facilities for women, programmes to keep streeties occupied, and safe places for people living in cars.
11. A list of social service providers is provided in the appendices section of this discussion document.

Garden Place Activation

Current:

- a) \$100k per annum in activation funding for the Central City (administered by HCBA). Examples of this activation include Lunch time music, Boon Tours, Balloons Over Waikato activations, Chinese Lantern Festival and more
- b) Major Events Sponsorship Fund and associated events and promos eg FIFA, Round the Bridges
- c) Event Permitting for various events held by community
- d) Library activations – Children's Day, Matariki, Festival celebrations (e.g. Diwali), regular children's programmes, adult learning classes, Makerspace (STEM) sessions (includes school visits)

In progress

12. A number of enhancements are planned in the short term for Garden Place to support greater public enjoyment of the space. These include:
 - a) Library frontage renewal (water tightness) - late 2025
 - b) Replace gravel pit with garden and some play elements
 - c) Play sculptures in fountain
 - d) 'Clean up on Aisle 3' work including street furniture, tree maintenance, tile repair and the reading room refresh, cleaning
 - e) CBD Transport package – Worley Place light touch furniture enhancements and impactful lighting
 - f) Private developer building refurbishments (corner Victoria and Garden Place)
13. At a Playground Working Group (18 February) Elected Members opted to not proceed with a formal playspace outside the front of the library at this time. \$200k capex funding was allocated to this development and is currently on hold.

Opportunities

14. **Attract more people to Garden Place and central city:** Currently, 44,000 visitors each weekday. Population expected to double from 15,000 to 25,000 in 10 years due to IAF infrastructure investments.
15. **Near-term developments:** More high-quality office spaces, businesses, workers, hotels, visitors, and significant projects like the Waikato Regional Theatre.

Other Potential Opportunities:

16. **Enhance Garden Place:** Make it safe and attractive for all.
17. **Boost night-time economy:** Support the theatre and hotels with lighting, safety, and activities.
18. **Community engagement:** Gather input on what would attract people to Garden Place.
19. **Enhance HCBA Activation Plan:** Assess if \$100k is sufficient to increase foot traffic.
20. **Simplify event permitting:** Make it easier to hold events in Garden Place.
21. **Central City Development Response Plan:** Utilise construction periods for pop-up activities in Garden Place.
22. **Develop the Central Library:** Integrate it better with Garden Place to increase engagement.

City Safety

23. As part of their regular operations, City Safe has implemented several measures to enhance safety and reduce anti-social behavior in Hamilton:
 - a) **Extensive camera coverage** in the Central Business District, including Garden Place, monitored 24/7.
 - b) **City Safety officers** present in the Central City seven days a week from 6:30 am to 7:00 pm, focusing on high visibility and engagement.
 - c) **Suburban response team** patrolling other parts of the city, including Hamilton East, supporting retailers.
 - d) **0800 CITY SAFE number** for public support (non-police matters).
 - e) **City Safe officers** act as eyes and ears, intervening and de-escalating situations, and making referrals to agencies.
 - f) **Early morning patrols** to move people from shop entrances.
24. **Recent interventions:**
 - a) **Increased presence in Garden Place** over the past few weeks.
 - i) **Suburban response team** redirected to Garden Place.
 - ii) **Patrols with Animal Control staff** due to a rise in off-leash dogs.

iii) **Stepped-up Police presence.**

25. These interventions have resulted in some reduction of anti-social behaviour.

Bylaws

26. The Council has general and specific bylaw-making powers under the Local Government Act (LGA) to manage Garden Place.

27. There are a number of provisions in existing Council bylaws that pertain to anti-social behaviour as outlined below.

Bylaw/policy	Status	Due for review	Scope summary
Public Places Bylaw 2016	Review in progress (<i>Determination report Feb 24</i>)	25 Feb 2031	Permission to be sought from GM for undertaking an activity not specified Refers to our Public Places Policy for specified activities scope (see below)
Trading in Public Places Policy	Due for review (<i>Deferred</i>)	Dec 2023	Outdoor dining areas Signs & Market events & stalls Merchandise display & mobile shops Busking & hawking Other activities on footpaths General permit conditions
Safety in Public Places Bylaw 2020	Current	22 Oct 2030	Temporary restrictions only to protect public health & safety re holding events or undertaking activities Permission to be sought from GM Nuisance behaviour / Offensive behaviour definitions Note on NZ Bill of Rights Act obligations
Hamilton Alcohol Control Bylaw 2015	Current	01 Dec 2025	Includes a Central City Area 24/7 alcohol ban.

28. Legal representative Tompkins-Wake will be at the briefing to discuss some further proposed bylaw provisions. Below is a summary of the legal advice provided.

Bylaws: Associated preliminary legal advice

- a) **Council's Powers:** The Council has general bylaw-making powers under section 145 and specific powers under section 146(1)(b)(vi) of the Local Government Act (LGA) to manage and regulate the use of Garden Place.
- b) **Identifying Problems:** Before making new bylaws, the Council must identify the problems and determine if a bylaw is the best solution. The purposes of the proposed bylaws have been outlined, but not all purposes align with the LGA's bylaw-making authority.
- c) **Ultra Vires Concerns:** Some parts of the draft bylaws are considered ultra vires, meaning they exceed the Council's bylaw-making powers.
- d) **BORA Compliance:** The proposed prohibitions do not conflict with the Bill of Rights Act (BORA), but there are concerns about the seizure provisions in the draft bylaws. Suggestions include incorporating these provisions into the existing Safety in Public Places Bylaw.

Existing Bylaws

- a) **Existing Bylaws and Policies:** The Council regulates activities in Garden Place through the Public Places Bylaw 2016, Safety in Public Places Bylaw 2020, and Alcohol Control Bylaw 2015. The Trading in Public Places Policy is also relevant. The Parks Domains and Reserves Bylaw 2019 does not apply as Garden Place is classified as a road.
- b) **Overlap Concerns:** There is concern that the proposed bylaw might overlap with existing provisions, making it unnecessary or inconsistent, which could hinder effective enforcement.
- c) **Alcohol Control Bylaw:** The proposed prohibition on alcohol consumption in Garden Place is unnecessary because it is already covered by a permanent 24-hour alcohol ban under the Alcohol Control Bylaw.
- d) **Public Places Bylaw:** This bylaw and the Safety in Public Places Bylaw share similar purposes, but the Public Places Bylaw also regulates trading and signs. It lacks the specificity needed to address the raised concerns about Garden Place.
- e) **Safety in Public Places Bylaw:** This bylaw is more targeted at nuisance and offensive behaviour, with precise definitions. It addresses some of the raised concerns, but other behaviours are not specifically covered.

Legislative Authority

- a) **General Bylaw-Making Powers:** Section 145 of the Local Government Act (LGA) grants territorial authorities the power to make bylaws for:
 - i) Protecting the public from nuisance.
 - ii) Protecting, promoting, and maintaining public health and safety.
 - iii) Minimising the potential for offensive behaviour in public places.
- b) **Specific Bylaw-Making Powers:** Section 146(1)(b)(vi) of the LGA allows territorial authorities to make bylaws for managing, regulating against, or protecting from damage, misuse, or loss of land under their control, including reserves and recreation grounds.
- c) **Application to Garden Place:** Garden Place, being under Council control, falls under

both the general bylaw-making powers of section 145 and the specific powers of section 146(1)(b)(vi).

- d) **Alcohol Bylaws:** Section 147 LGA provides the Council with the power to make bylaws for alcohol control, which is already in place with a permanent 24/7 alcohol ban in Garden Place.
- e) **Limitations:** Other specific bylaw-making powers in different legislation do not cover the proposals made.

Comments of Draft By-Laws

- a) **Concerns and Perceived Problems:** proposed By-Laws addresses concerns about the behaviour of some users of Garden Place. Perceived problems may stem from a lack of alternative facilities for individuals, and similar issues might exist in other parts of the CBD.
 - b) **Underlying Circumstances:** The Council should consider the underlying circumstances leading to misuse of Garden Place as part of determining if a bylaw is the most appropriate solution, as required by section 155 of the Local Government Act (LGA).
 - c) **Existing Bylaws:** The Council should evaluate how current bylaws, particularly the Safety in Public Places Bylaw, already regulate the activities of concern. If the issues are not fully covered, the Council might incorporate the proposed prohibitions into the existing bylaw rather than creating a new one.
 - d) **Consistent Regulatory Framework:** Incorporating the prohibitions into the existing bylaw would ensure a consistent regulatory framework for public places, including definitions, penalties, and powers. This could be specifically applied to Garden Place or more broadly to the CBD and other areas.
 - e) **Enforcement Provisions:** The Council has limited enforcement provisions under the LGA. The available penalties and powers are outlined in clause 6 of the Safety in Public Places Bylaw, which could be included in any new bylaw based on the proposal or incorporated into the existing bylaw.
29. If Elected Members want to pursue development of bylaws, they should decide whether to create a new bylaw or review existing ones. This decision will impact the resources needed, including costs and staff time, depending on the scope of the review or development. Also need to keep in mind some of the enforcement constraints that exist due to legislative limits.

WHAT DIRECTION/FEEDBACK/INPUT DO YOU NEED FROM ELECTED MEMBERS

30. The complex and interconnected issues of homelessness and anti-social behaviour highlight the need for a coordinated and comprehensive approach. Effective solutions require careful planning and collaboration that accommodates a range of perspectives.

Potential Next Steps

31. Establishment of an EM and Staff working group with a focus on:
- a) Social support (what is the role for Council to play)
 - b) Bylaw development and enforcement approaches
 - c) City Safety presence (including partnership with Police)
 - d) Garden Place activation

- 32. Regular updates through appropriate reports to Committee/Council
- 33. Recommendations for next Council to consider undertaking

Feedback and Direction

- 34. Do you agree with the establishment of a working group to ensure a coordinated and focused approach to a Council response?
- 35. Are the focus areas listed above the right focus areas for the working group?
- 36. What else would you like to see covered in a report to Committee?

Appendix 1

Social Service Providers

Service Providers:

Peoples Project

- Supporting homeless into secure housing.

Te Whare Korowai

- Providing accommodation and support to homeless adults in Kirikiriroa
- Social Work support to clients
- Mental Health and well-being/addictions facilitators
- Kaiarahi to assist with whaanau and Te Ao Maaori linkages
- Support Workers
- Housing Navigators
- Addictions Counsellors

The Salvation Army

- Emergency food through their social supermarket
- Coach style parenting
- Supervised childcare
- Financial mentoring
- Positive lifestyle programme and groups
- Family court navigators
- Recovery church is a service that connects recovery drug or alcohol users
- Hold weekly connect groups that reach various parts of the community
- Family stores that provide low-cost 2nd hand clothing, furniture, and household items

The Serve

- Provide evening meals 365 days of a year

Government Agencies

The New Zealand Police

- Extra focus and rescoring in the CBD area with foot patrols that started at the end of last year
Patrols ramping up in 2025 after the Christmas break
- Identifying people of concern in the streetie community that contributes to the CBD Agency Support group

Ministry of Social Development

- Checking and providing correct entitlements are being received who are identified as people of concern in the streetie community
- Key contributor of the CBD Agency Support group

Te Whatu Ora Mental Health & Addictions services

- Utilising their services to support those who have been identified as people of concern in the streetie community.
- Key support of the CBD Agency Support group

Kainga Ora

- Utilising their housing services to supporting those who have been identified as people of concern in the streetie community.
- Key support of the CBD Agency Support group

Council – City Safe Team

- Intel on our streetie community
- Experience in engaging with the streetie community
- De-escalation skills
- Camera security
- Direct link with Police

Council Community Development Team

- CBD Interagency group - Setup, facilitation, action follow up
- Streetie Hui - Set up, follow up on Council related actions
- CBD Agency Support Group – Chairing and facilitating meetings
- Led the Ulster St Emergency Housing Project
- Regularly meet with service providers to understand emerging issues, identify actions and partnership opportunities.
- Support groups working in this space with funding through our various grant

Wider Partnerships and Opportunities**Orange Sky**

- Offer a mobile showering and washing facilities – they typically partner with a food service provider so that the services are offered in tandem. They can do 5 – 7 loads of washing in 2 – 3 hours.
- They currently offer 5 timeslots; their busiest location is at the Methodist Social Service on a Monday; and Serve Trust is their second most popular on Sunday. An additional service had been mooted at The Serve, however there was some concern raised by nearby businesses.
- Council staff have met with Orange Sky and can confirm they are open to providing additional services – they would welcome the opportunity to explore this with our service providers. They can offer hybrid services eg providing washing machine service (and volunteers) within a service providers building.

Mens Shed

Streeties at the February hui suggested it would be great to have a place to “use their hands and make things” as a way to reduce loitering in Garden Place.

Council staff are looking at a range of options – Central Library Arts, connecting with the Mens Shed workshop, Art for Health Space

Te Whare Korowai

Te Whare Korowai have prepared a business case and are actively seeking support for three complementary initiatives—*Te Rito Awhi* (the Hub), *Te Ahurutanga Wahine* (women-only accommodation), and *Te Ahurutanga Tāne* (men-only accommodation). The vision of these initiatives is to provide spaces will begin a continuity of care that supports individuals from moments of crisis to thriving independence.

Te Runanga o Kirikiroa

Te Runanga o Kirikiroa currently provide a range of adult services that strengthen wellbeing and provide transitional support. There is an opportunity to seek their interest in providing support in the streetie space; particularly given the connection to whenua expressed by a number of the streeties; and the opportunity to strengthen this through a tikanga maaori and hauora lens.



Garden Place: Social Support for people who are Unhoused; Activations and Enforcement



Purpose of Briefing/Workshop

The staff action from the 20th of February Strategic Growth & District Plan Committee meeting was as follows:

- Staff undertook to report back to Members regarding initiatives for the unhoused in Garden Place, specifically detailing the role of the Council at a future Community and Natural Environment Committee meeting.
- The purpose of this briefing is to provide information on current interventions and actions and to seek feedback from Elected Members on what they would like included in the future report to the Committee, and to establish next steps.

What Direction are Staff Seeking

Discussion and Feedback Areas

- **Social:** Available services for the unhoused and streetie community; Council's role
- **Activation:** Current and potential enhancements for Garden Place
- **City Safety:** Role in Garden Place and Central City; recent interventions
- **Bylaws:** Current framework and opportunities
- **Additional Topics:** Elected Members' suggestions for Council report

Social Snapshot

Context

- An increase in streetie activity in the CBD – new faces (singles and families)
- Local Government Homeless Hui (6 March) - rises in rough sleeping . Stretched service providers; increase in food bank demand, lack of single men/women accommodation, antisocial behaviour
- An increase in anti-social behaviour in Hamilton particularly prevalent in Garden Place

Social

Hamilton's Coordinated Response

Partnering

- **Broader Social Response:**
 - Involves government and community agencies
- **CBD Interagency Group:**
 - Initiated in November 2024 by Police
 - Facilitated by Hamilton City Council's Community Development
 - Monthly meetings
 - Key Members: Police, Kainga Ora, Mental Health and Addictions, Ministry of Social Development, Hamilton Central Business Association, People's Project, Te Whare Korowai, other service providers, and Hamilton City Council Teams

Activation

What we do now

Activation

- Central City Activation Fund - \$100k per annum administered by HCBA
 - Boon Tours, Balloons Over Waikato activation, Chinese Lantern Festival, Music in Garden Place and more
- Major Events Sponsorship Fund and associated events and promotions e.g. FIFA, Round the Bridges etc.
- Library activations
 - Childrens day, Matariki, Festival celebrations, regular childrens programme, Makerspace and classes
- Event Permitting for community events

Activation Opportunities

How to attract more people?

How do we maximise opportunities arising from:

- A growing central city population – from 15,000 people to 25,000 people in 10 years
- 44,000 weekday visitors
- Major developments – hotels, theatre, refurbishments and new builds

Garden place:

- Enhancements to make it safe and attractive for people
- Night-time economy and activation > lighting, safety, activity and many reasons to be there
- Making it easier to hold events
- Enhance HCBA Activation Plan
- Community engagement > what do community and businesses need?
- Central City Development Response Plan – how to use Garden Place when construction projects in central city?

Garden Place Enhancements

Vibrancy | Safety | More People



City Safety

What we do now (Regular Schedule)

- CCTV Surveillance in Central City including Garden Place
- City Safe Officers morning patrol
- City Safe Officer presence in Central City 6.30- 7pm – high visibility and high levels of engagement
- Presence in Central City library, Transport Centre, Aquatics
- Two-person suburban response team
- Reactive response to calls for support or assistance from business community
- Focus on intervention and de-escalation of events

Garden Place Intervention (recent)

Addressing Recent Anti-Social Behaviour

- Temporarily halted Suburban response team and redirected to Garden Place during the day for additional presence
- Increased Presence from Police with a focus on illegal behaviour
- City Safe Patrols with Animal Control due to increase in number of off-leash dogs in Garden Place
- Make referrals for homeless to social providers and homeless advocates
- Complete welfare checks on people reported living rough in city parks

**Bylaws: Associated
preliminary legal advice**

Bylaws: Associated preliminary legal advice

Summary: Councils By-law making powers and considerations

- **Council's Powers:**
 - General bylaw-making powers under LGA sections 145 and 146(1)(b)(vi)
 - Manage and regulate the use of Garden Place
- **Identifying Problems:**
 - Must identify problems before making new bylaws
 - Determine if a bylaw is the best solution
 - Some proposed purposes may not align with LGA authority
- **Ultra Vires Concerns:**
 - Parts of draft bylaws exceed Council's powers
- **BORA Compliance:**
 - Proposed prohibitions do not conflict with Bill of Rights Act
 - Concerns about seizure provisions
 - Could incorporate into existing Safety in Public Places Bylaw

Existing By-Laws

- **Current Regulations:**

- Public Places Bylaw 2016, Safety in Public Places Bylaw 2020, Alcohol Control Bylaw 2015, Trading in Public Places Policy, Parks Domains and Reserves Bylaw 2019 (not applicable)

- **Overlap Concerns:**

- Proposed bylaw may overlap with existing provisions
- Potential for inconsistency and enforcement issues

- **Alcohol Control Bylaw:**

- Proposed alcohol prohibition unnecessary - already covered by a 24-hour alcohol ban

- **Public Places Bylaw:**

- Regulates trading and signs
- May require more specificity to address concerns

- **Safety in Public Places Bylaw:**

- Targets nuisance and offensive behaviour
- Addresses some concerns, but not all

Legislative authority

- **General Bylaw-Making Powers (Section 145 LGA):**
 - Protect the public from nuisance
 - Promote and maintain public health and safety
 - Minimise offensive behaviour in public places
- **Specific Bylaw-Making Powers (Section 146(1)(b)(vi) LGA):**
 - Manage, regulate, and protect land under Council control
- **Application to Garden Place:**
 - Falls under both general and specific bylaw-making powers
- **Alcohol Bylaws (Section 147 LGA):**
 - Council can make bylaws for alcohol control
 - Permanent 24/7 alcohol ban in place for Garden Place
- **Limitations:**
 - Other specific bylaw-making powers in different legislation do not cover the proposals made

Comments of Draft By-Laws

- **Concerns and Perceived Problems:**
 - Behaviour of some users of Garden Place
 - Lack of alternative facilities
 - Similar issues in other parts of the CBD
- **Underlying Circumstances:**
 - Consider underlying causes of misuse
 - Determine if a bylaw is the most appropriate solution (Section 155 LGA)
- **Existing Bylaws:**
 - Evaluate current bylaws, especially Safety in Public Places Bylaw
 - Incorporate proposed prohibitions into existing bylaw if issues are not fully covered
- **Consistent Regulatory Framework:**
 - Ensure consistent definitions, penalties, and powers
 - Apply specifically to Garden Place or more broadly to the CBD
- **Enforcement Provisions:**
 - Limited enforcement provisions under the LGA
 - Include penalties and powers from clause 6 of the Safety in Public Places Bylaw in any new or existing bylaw

Bylaw development

Other considerations

- Is this something Elected Members want to pursue?
- New bylaw or review of existing bylaws?
- Resourcing including cost and staff time – this will be dependent on the extent of bylaw review/development
- Constraints around enforcement – working within the legislative parameters

Potential Next Steps

Proposed focus areas

- Establishment of an EM and Staff working group with a focus on:
 - Social support (what is the role for Council to play)
 - Bylaw development and enforcement approaches
 - City Safety presence (including partnership with Police)
 - Garden Place activation
- Regular updates through appropriate reports to Committee/Council
- Recommendations for next Council to consider undertaking

Feedback and Direction

- Do you agree with the establishment of a working group to ensure a coordinated and focused approach to a Council response?
- Are the focus areas the right focus areas for the working group?
- What else would you like to see covered in a report to Committee?

DISCUSSION TOPIC SUMMARY

Topic: Age Friendly Plan 2025-2030

Related Committee: Community and Natural Environment Committee

Business Unit/Group: Community Partnerships, Funding and Events

Key Staff Contact/s: Michelle Rivers and Philippa Clear

Direction Discussion/Drop in Session recommended?

Status: Information session

Open

PURPOSE OF TOPIC/INFORMATION

1. This information session is to provide Members with an initial draft of the Hamilton Age Friendly Plan 2025-2030, and seek direction or feedback prior to presenting the plan to the Community and Natural Environment Committee in June.

WHAT KEY THINGS SHOULD MEMBERS THINK ABOUT/ CONSIDER IN UNDERSTANDING THIS INFORMATION?

2. In 2018 Hamilton became the first city in New Zealand to join the World Health Organisation's (WHO) Global Age Friendly Network of Cities when the initial plan was adopted. A review of this plan was undertaken in 2021, resulting in the development of Hamilton's 2021 – 2024 Age Friendly Plan.
3. During 2024, Council worked with the Age Friendly Steering Group to review the current action plan and engage with key stakeholders around goals for the updated plan. This process included the collation of feedback that represented the community members agencies and organisations work with across Kirikiriroa.
4. Due to the continuation of a number of actions and the support of the Steering Group, it was decided that targeted consultation would be suitable for this review. The thoughts of older people have also been considered following the Older Persons Forums run throughout 2023 and 2024.
5. Along with the eight outcome areas required from the WHO, stakeholders and Council continue to support the ninth outcome area of Safety, as this remains a priority for our community.

KEY SUMMARY POINTS

6. The current Age Friendly Plan expired in 2024, with 39 actions successfully delivered on with the support of 27 key stakeholders.
7. An updated plan is required for Hamilton to remain recognised as an Age Friendly City.
8. The draft plan has been developed with support from the current Age Friendly Steering Group, through consultation with key stakeholders, organisations and agencies across Hamilton.
9. The key areas of focus align with the eight areas required under the Age Friendly criteria, and continue to include Safety as a ninth action.
10. Based on community feedback, actions have been developed and enhanced to help address the main concerns raised by the community during consultation:
 - i. More support for digital literacy and alternatives for distributing information that do not rely on the internet.

- ii. Safety concerns when out in the city, when using public transport and within neighbourhoods.
 - iii. Lack of affordable or appropriate housing for seniors.
 - iv. Impact of the cost-of-living crisis.
 - v. Social isolation and loneliness.
 - vi. The current actions have been considered in relation to other Council strategies and plans, noting a clear overlap with actions within the Disability Action Plan around accessibility provision.
11. There are no actions currently within the drafted plan that require additional funding through the Annual Plan or Long-Term Plan process. Costs associated with actions are covered within existing Council expenditure.
 12. Prior to the draft plan being presented to the Community and Natural Environment Committee in June, further engagement will occur with action owners, community partners and the Age Friendly Steering Group regarding any changes recommended by Members.

WHERE CAN MEMBERS FIND MORE INFORMATION?

13. Current Hamilton Age Friendly Plan: <https://storage.googleapis.com/hccproduction-web-assets/public/Uploads/Documents/Plans/D-3912720-Community-Hamilton-Age-Friendly-Plan-2021-24-Final-September-2021.pdf>
14. links to previous reports/decisions, presentations, policies, videos etc on the Council website
15. advice on whether further information is available on Diligent or via other means
16. further information to be attached via appendix to this topic summary document.

WHAT DIRECTION/FEEDBACK/INPUT DO YOU NEED FROM ELECTED MEMBERS

17. Staff would like to know if there are any actions that Members would like changed or added?
18. Are there any views of the community known by Members that have not been addressed within the current draft?
19. Do Members have any concern around community reaction?

Draft Hamilton Age Friendly plan

2025-2030

Cover Page

Quote and image –

He paa kaumatua he paa korowai te paa taangata.

We are gifted the cloaks weaved with the loving hands of our elderly/kaumatua.

Thank you to the partners of the Age Friendly Plan

Add logos of partners involved

We would like to thank our following partners for their input into the plan: Age Concern Waikato, Blind Low Vision NZ Hamilton, Dementia Waikato, Grey Power, Hamilton Central Business Association , Hamilton's Community Houses, Hamilton Chinese Golden Age and Rainbow Chinese community, Kainga Ora and Accessible Properties, Kaute Pacifica, Migrant Centre, Neighbourhood Support Waikato, Pukete Community House, Rainbow Hubb Waikato, Rauawaawa Kaumatua Charitable Trust, Shama Ethnic Women's Trust, Sport Waikato, Te Runanga o Kirikiriroa, Te Whatu Ora, Volunteering Waikato, Waikato Regional Council.

Welcome from the Mayor

Kia ora koutou, warm greetings,

I wish to convey my huge thanks to the partners of the Age Friendly Plan and the Age Friendly Steering Group, for your work in supporting Hamilton's older people and improving their quality of life. It is a remarkable achievement and deeply appreciated.

As the fastest growing city in New Zealand, Hamilton Kirikiriroa is also known for being a very young city, with more than a third of our population under the age of 25 (35.4%).

However, we are also beginning to see the predicted and significant demographic shift towards an aging community, with our over 65 population expected to significantly increase. For Hamilton Kirikiriroa to continue to evolve as a city that serves all Hamiltonians, it is vital that we meet the needs of our aging community, to develop an inclusive, accessible and safer city for all of us. We should also celebrate the huge and wonderful contributions of our older citizens to our community. They are the builders of our city's foundation, the guardians of our history, and a source of wisdom, community and strength that has shaped who we are today.

At Council, we remain committed to making Hamilton one of the friendliest cities for those 65 and older. Our Hamilton Age-Friendly Plan 2021-2024, developed in conjunction with community agencies, organisations, and businesses, has been focussed on ensuring a more inclusive and supportive city for older residents. As our city continues to grow and evolve, it is timely to review our plan.

Council have been working closely with the Age Friendly Steering Group and external partners to ensure the new 2025-2030 plan is fit for purpose and reflects the changing needs and aspirations of our older community. To date, several key themes have emerged, including:

- More support for digital literacy and alternatives for distributing information that do not rely on the internet.

- Safety concerns when out in the city, when using public transport and within neighbourhoods.
- Lack of affordable or appropriate housing for seniors.
- Impact of the cost-of-living crisis.
- Social isolation and loneliness.

If our people and city are to thrive, we must work together to address these issues.

Council remains committed to working with our partners to take bold steps on these issues, so that our aging residents continue to have a strong sense of belonging to their city, and feel connected, empowered, and valued, as vital contributors to Hamilton Kirikiriroa. Only by working together can we build a city for all.

As you will see throughout this Plan, there are many people who are a part of bringing this document to life. I want to acknowledge and thank everyone who continues to support the Age Friendly Plan as we adapt and grow with each new version. I also want to thank and acknowledge Councillor Louise Hutt for the time and commitment she has put in over the past years to support our Age Friendly Steering Group, and to ensure that the needs of our older people remain a priority for our Council.

Nga mihi

Mayor Paula Southgate

Introduction

Our goal is for Hamilton to be one of the most age-friendly cities; a place where residents aged 65 and older are valued and respected, feel connected and included. The Age Friendly Plan 2025-2030 provides a refreshed framework to address the needs of our increasing older population, ensuring our city supports our older residents in living accessible, happy and healthy lives. The Plan identifies important actions that Hamilton City Council and key partner organisations are working on to improve accessibility, infrastructure, services and supports to increase the quality of life for older Hamiltonians.

Hamilton is growing at a rapid rate, and like other cities in Aotearoa, we are experiencing a rise in our aging population. The number of New Zealanders aged 65+ is expected to double to between 1.3 and 1.5 million by 2046, and Hamilton's over 65 population is expected to increase from approximately 22,000 in 2023 to 66,000 by 2050. This will have a significant impact on the design and provision of facilities and infrastructure in the future. While Hamilton is already recognised as a great place in which to grow old, it is important to ensure the needs of our older population are met now, and into the future.

Planning and preparing for the needs of older people has been an important focus for the city. Hamilton City Council first established the Celebrating Age Centre in 1976, and a Council of Elders was established in 1993. Public, private and not-for-profit organisations have made a major contribution to the welfare and support of Hamilton's older people. In 2016, a cross-agency group was formed in partnership with central and local government to work together to achieve collective impact for an age-friendly and inclusive city. As a result, Hamilton's first Age Friendly Plan (2018 – 2021) was developed. This plan became the basis for Hamilton's inclusion in the World Health Organisations (WHO) Global Network of Age Friendly Cities, the first city in Aotearoa to be recognised and included in this network.

The second revision of this plan (2021 – 2024) included 44 actions, which were delivered across 27 Community Agencies and Hamilton City Council. These actions have been successfully implemented, resulting in significant progress towards making Kirikiriroa a more inclusive and welcoming city for older people.

The focus of the 2025 revision is on future-proofing the city's infrastructure, facilities, support, and services to ensure the city is fully prepared to support and serve the growing population of residents aged 65 and over.

[Insert graphic/visual that shows basic timeline]

Process of Reviewing the Plan

The revised plan has continued to follow the WHO framework, incorporating the eight interconnected WHO themes that contribute to the wellbeing and participation of older people, with an additional theme of safety to reflect the needs of older people in the Kirikiriroa community.

The Age Friendly Steering Group and key stakeholders have used relationships and connections within the older people sector to drive community engagement. This allowed for targeted consultation, ensuring the diverse voices of the older community across all sectors were well represented.

During consultation and community engagement the views of many people and groups were gathered using questionnaires, meetings, hui and discussions with older people in the community. The results of this engagement provided the following themes:

- More support with Digital Literacy and exploring alternatives for distributing information that does not rely on the internet
- Safety concerns when out in the city, when using public transport and in neighbourhoods
- Lack of affordable, accessible or appropriate housing for seniors
- Impact of the cost-of-living crisis
- Social Isolation and loneliness

Section 2:

Demographics

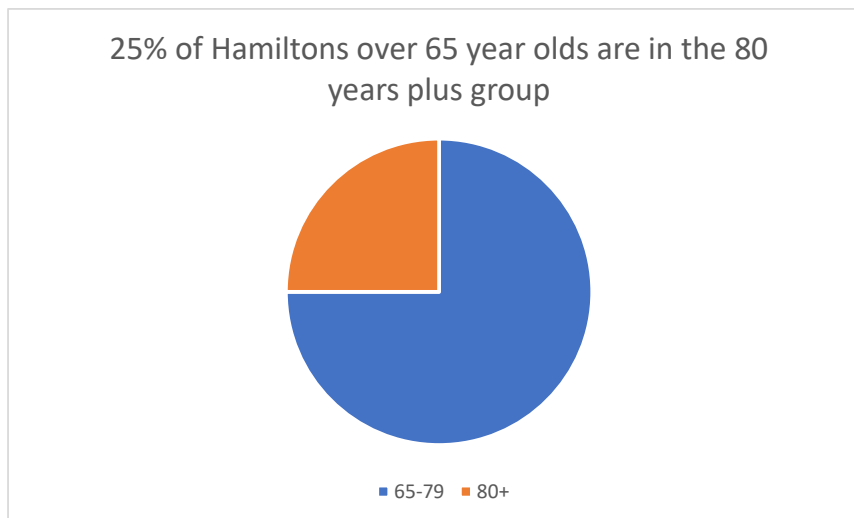
The number of older people in Hamilton is smaller than other large cities in New Zealand, however this number is growing faster than any other age group and is increasingly diverse with diverse needs. Older Hamiltonians are ethnically diverse with 27% of people over 65 being born outside of New Zealand.

Some of the demographic information for older people in Kirikiriroa looks like this:

Info Graphics Page:

Compared to other main cities, Hamilton has one of the lowest percentages of population over 65 years old:

Location	2018 census	2023 census
Tauranga	19.2	19.7
Dunedin	16.1	17.3
Christchurch	15	16.3
Auckland	12	13.3
Wellington	10.5	11.7
Hamilton	11.8	12.5
New Zealand total	15.2	16.6



Ethnicities represented by older people in Hamilton:

Ethnicity (detailed total responses level 3), age, and gender for the census usually resident population count, (RC, TALB, SA2, Health), 2013, 2018, and 2023 Censuses [i](#)

Census year: 2023 • Area: Hamilton City • Age: 65 years and over • Gender: Total - gender

Ethnicity		
European		17,247
Māori		2,289
Pacific Peoples		420
Asian		2,385
Middle Eastern/Latin American/African		120
Other Ethnicity		147
Total stated - ethnicity		21,783
Not elsewhere included		0

Ethnicity (detailed total responses level 3), age, and gender for the census usually resident population count, (RC, TALB, SA2, Health), 2013, 2018, and 2023 Censuses

Place of birth by older people in Hamilton:

Birthplace, ethnicity (detailed total responses level 3), and age for the census usually resident population count, (RC, TALB, SA2, Health), 2013, 2018, and 2023 Censuses [i](#)

Census year: 2023 • Area: Hamilton City • Ethnicity: Total - ethnicity • Age: 65 years and over

Birthplace		
New Zealand		15,648
Overseas		5,991
• Australia		288
• Pacific Islands		651
• Other Oceania and Antarctica		0
• North-West Europe		2,337
• Southern and Eastern Europe		99
• North Africa and the Middle East		45
• South-East Asia		468
• North-East Asia		939
• Southern and Central Asia		540
• The Americas		168
• Sub-Saharan Africa		453
• At Sea		0
Not elsewhere included		144

Birthplace, ethnicity (detailed total responses level 3), and age for the census usually resident population count, (RC, TALB, SA2, Health), 2013, 2018, and 2023 Censuses

Employment rate of older people in Hamilton:

Work and labour force status, ethnicity, age, and gender for the census usually resident population count aged 15 years and over, (RC, TALB, SA2, Health), 2013, 2018, and 2023

Censuses 


Census year: 2023 • Area: Hamilton City • Ethnicity: Total - ethnicity • Age: 65 years and over • Gender: Total - gender

Work and labour force status		
Total - work and labour force status		21,783
• Employed Full-time		2,739
• Employed Part-time		2,181
• Unemployed		87
• Not in the Labour Force		16,779
• Work and Labour Force Status Unidentifiable		0

Work and labour force status, ethnicity, age, and gender for the census usually resident population count aged 15 years and over, (RC, TALB, SA2, Health), 2013, 2018, and 2023 Censuses

For Hamiltonians over 65, the median personal income is \$26,400 per year per person


19,968 Hamiltonians over the age of 65 stated their disability status. Of these, 3,840 (19%) indicated they had a disability.

Disability indicator, ethnicity (grouped total responses level 1), age, and gender for the census usually resident population count aged 5 years and over, (RC, TALB, SA2, Health), 2018 and 2023 Censuses 

Census year: 2023 • Area: Hamilton City • Ethnicity: Total - ethnicity • Age: 65 years and over • Gender: Total - gender

Disability indicator		
Not disabled		16,128
Disabled		3,840
Not elsewhere included		1,815

Disability indicator, ethnicity (grouped total responses level 1), age, and gender for the census usually resident population count aged 5 years and over, (RC, TALB, SA2, Health), 2018 and 2023 Censuses

Māori descent indicator, activity limitations, age, and gender for the census usually resident population count aged 5 years and over, (RC, TALB, SA2, Health), 2018 and 2023 Censuses 

Census year: 2023 • Area: Hamilton City • Māori descent indicator: Total - Māori descent indicator • Age: 65 years and over • Gender: Total - gender

Activity limitations		
Seeing - a lot of difficulty or cannot do at all		855
Hearing - a lot of difficulty or cannot do at all		1,074
Walking - a lot of difficulty or cannot do at all		2,580
Remembering - a lot of difficulty or cannot do at all		1,014
Washing - a lot of difficulty or cannot do at all		858
Communicating - a lot of difficulty or cannot do at all		414

Māori descent indicator, activity limitations, age, and gender for the census usually resident population count aged 5 years and over, (RC, TALB, SA2, Health), 2018 and 2023 Censuses

The views of Kirikiriroa Hamilton's older people

What is going well in Hamilton?

Feedback from the stakeholder consultation process showed:

- People generally felt that Hamilton does a good job of keeping its public spaces clean and maintained
- Positive acknowledgment of our libraries for providing dementia friendly resources and for staff's effort to be more dementia friendly
- Community houses provide a wide variety of programmes and activities that older people enjoyed and could easily access in their neighbourhoods
- The provision of free transport for older people was valued, and there was a good variety of bus routes and frequency
- The variety of volunteering opportunities helped to reduce social isolation and could help seniors feel they were making a valuable contribution to the city

What could be improved?

Safety was reported as a major concern from almost every group. People spoke positively of the presence of City Safe Officers and cameras in the CBD, however there was concern about the lack of visible security at the smaller shopping centres (including Dinsdale, Chartwell and Five Crossroads), Transport Centre and bus stops.

Cobbled and poorly maintained footpaths were frequently reported as an issue. Older People felt this contributed to trips and falls and were particularly challenging for those who needed mobility support such as a walking stick or frame.

There was consistent feedback that many older people struggled with digital literacy. The significant rise in scams in recent years had made them weary about using the internet, which restricted their access to community information.

Access to hospital services, long waiting lists and parking for appointments was seen as a major challenge. These were particularly difficult for those with dementia and their carers.

General feedback

Older people in the Kirikiriroa Hamilton community also shared what is important for them to live full and meaningful lives. Their statements have been grouped according to the WHO domains:

Outdoor Spaces and Building

It was felt there has been an improvement in accessible public spaces. However, the availability of more shaded seating areas in outdoor spaces to rest and congregate socially was needed. This was particularly relevant for migrant communities who reported there were limited areas they could safely congregate informally to engage in shared social and cultural activities.

Housing

People told us they would like to see more affordable and accessible housing options to ensure seniors can live comfortably. It was identified there is a need for a greater range of housing options, including supported living housing and rest home care that recognised diverse cultural needs.

The challenge for many of meeting high market rents was of major concern, as the number of older people renting is increasing,

Ensuring safe social housing for older rainbow people was recognised as a concern, with a priority placed on connecting them to inclusive and supportive services.

Communication and Information

Many seniors find digital technology challenging. Highlighting the need for ongoing and comprehensive support to navigate online resources and stay informed. Scams pose a significant obstacle to accessing technology, highlighting the need for increased awareness and guidance. Stakeholders spoke of setting up a trusted information hub for Hamilton Seniors that provided accurate up to date information on services, senior housing promotion of events and more.

Respect and Social Inclusion

Social Isolation and loneliness were one of the most consistently reported issues. Social isolation is widely recognised as a world-wide problem which has a significant impact on the wellbeing of older people

The Rainbow Community recognised that older people who come out later in life face unique challenges in seeking help, often fearing losing their family, grandchildren and long held social connections. Training to raise awareness among services supporting older people could help address these issues.

Social Participation

The cost-of-living crisis and rates rises have significantly impacted older people's ability to participate in community activities, secure suitable housing and manage everyday costs. The decline in older volunteers was seen as a direct impact from the current economic conditions, as volunteering often incurs costs such as travel and parking, which many can no longer afford.

Civic Participation and Employment

It was reported that older people feel they are not always as visible in civic life as they could be. More representation and involvement in local council, boards and committees from older people, particularly our marginalised groups, would help ensure they felt heard.

Although over 20% of older people in Hamilton are employed, there is a feeling from the community that employment opportunities for seniors who wish to remain in or re-enter the workforce are limited. Ageism and a lack of flexible working conditions can be barriers.

Transport

There are limited options for older people unable to use public transport. Community services such as shuttle buses or volunteer driver programmes could fill this gap where other transport is not an option. Public transport should align with essential services and medical appointments, with bus stops closer to these services.

Many older people, especially older migrants, are ineligible for subsidies and Gold Card benefits, struggle to attend events due to limited transportation options and the high cost of taxis.

Older people reported difficulties understanding and navigating bus routes and scheduled stops. It was suggested bus timetable information, both digital and paper based, needs to be more age friendly in design and colour.

Community and Health Care

Like many others, our older people struggle to access health and social services due to barriers such as affordable and available transport, parking, waiting lists for appointments, and information barriers. The suggestion of a park to ride shuttle directly to the hospital from the main hubs like Te Awa The Base, was proposed by several stakeholders.

A number of groups provided positive feedback on the Strength and Balance Classes, jointly funded by ACC and Te Whatu Ora, and delivered through the Live Longer Stronger programme. One senior said, “The number of physical activity programmes being run across the city is impressive and so important for the wellbeing and socialisation of older people”.

Safety

It was identified that a better understanding of current safety measures, as well as developing more safety initiatives, are needed to help older people feel safe in their communities. Increasing the visibility of security in the smaller shopping centres, and strengthening neighbourhood support networks and community programs focused on safety, were suggested.

Training emergency responders to assist older people and encouraging them to develop personal emergency plans was also seen as important to their resilience in a civil emergency.

Where possible, these views and concerns have been addressed through the actions of the Age Friendly Plan 2025 –2030.

Section 3:

How the Plan works

The Age Friendly Plan (2025-2030) demonstrates Hamilton's commitment to the city's older residents, to raise awareness of their needs and contributions, and to ensure their needs are met now and into the future. Enhancing accessibility and quality of life for older people will also benefit future generations.

The Age Friendly Plans vision is "A city that ensures older citizens enjoy a quality life". This Vision drives the goals, principles, and actions of the Age Friendly Plan, building on the work of the 2021-2024 plan, with a refreshed set of actions.

The 40 actions will ensure the delivery of the Plans goals, principles, and vision, and have been developed through community engagement by the Age Friendly Steering Groups, key stakeholders and Hamilton City Council. The actions reflect the voices of our community and what is important for older people to live full and meaningful lives. They are grouped according to the eight Age Friendly themes developed by WHO, alongside the ninth theme of safety which has been identified by the community as an important addition.

Each of the nine themes has several actions for completion, with specific stakeholder organisations or Council units responsible for delivery. Some actions will provide short-term impact or gradually build impact over time. Each action is defined in one of the following status:

Continue – An existing activity that will continue in its current form

Enhance – An existing activity that will be expanded and enhanced

New – A new action not already being undertake

Hamilton Age Friendly Plan Update on Goals and Actions 2025 - 2030

1. Outdoor spaces and public buildings Goal: The natural and built environments of Kirikiriroa offer public amenities that are designed to be safe, accessible and promote an active lifestyle.		
Action	Responsible Agency	Status
Newly developed community facilities will incorporate aspects of universal and age friendly design.	Hamilton City Council Parks and Open Spaces	Enhance
Accessibility, inclusion and community needs are considered when undertaking renewal and upgrades in Council open spaces.	Hamilton City Council Parks and Open Spaces	Continue
Play Strategy Vision – Hamilton is a great place for everyone to play. Parks and open spaces are looked at through an Age-friendly lens to ensure people of all ages and stages can use them.	Parks & Open spaces	Continue
Develop a map of Accessible toilets and amenities in Hamilton’s Central Business District for older people.	Older Persons Advisor	New

2. Transport and mobility Goal: All Hamiltonians, regardless of ability, mode of transport or income, can get where they want to in a timely and uncomplicated way.		
Action	Responsible Agency	Status
Continue to promote the SuperGold card concession to older people, which gives free travel on public transport buses during set hours.	Waikato Regional Council	Continue
Deliver a community engagement programme to educate older people about using public transport. This will include a 'Train the Trainer' and advocacy programme focused on underrepresented and minority senior's groups within Hamilton.	Waikato Regional Council	New
Footpaths are designed and maintained to provide safe use by older people who are: pedestrians, grandparents with children, users of mobility aids.	Hamilton City Council	Continue
Cycle paths and lanes are designed and maintained to provide safe use by older people who are cyclists and grandparents with children.	Hamilton City Council	Continue
Support the rebranding of the bus scheduling service to enable easier use for the community.	Waikato Regional Council Age Friendly Steering Group	New

3. Housing Goal: Older people have homes that are secure, comfortable and accessible, regardless of whether they rent, own or live in shared or residential housing.		
Action	Responsible Agency	Status
Advocate for Senior housing in Hamilton that meets Universal Design Principles and provides for Intergenerational living options.	Age Friendly Steering Group	Continue
Support and promote events that inform older people about their choices when considering moving into retirement villages and other supported living options.	Age Concern	New
Support the provision of appropriate housing for those living in senior housing, and consider their needs in future housing developments.	Kainga Ora Accessible Properties	Continue
Housing support services and papakainga developments for kaumaatua are supported.	Te Runanga o Kirikiriroa	New

4. Social Participation Goal: Older people have opportunities to connect with family, friends and the wider community, and have places to go to keep them active and socially connected.		
Action	Responsible Agency	Status
Community facilities, houses and centres continue to provide a range of programmes and activities for older people.	Community Houses	Continue
Hamilton City Libraries will deliver programmes for older people, including intergenerational programmes that provide older people with opportunities to interact with younger people.	Libraries	Enhanced
Hamilton City Libraries will continue to work towards having engaging and accessible spaces for older people, both physical and online.	Libraries	Continue
A range of tailored programmes and activities will continue to be provided for Kaumaatua, including health programmes, skill development and social support.	Rauawaawa Kaumaatua Charitable Trust	To be confirmed
Events held by ethnic and migrant groups in Hamilton are inclusive of older people where possible.	Sharma Hamilton Multicultural Society	Continue
A range of programmes and activities will be provided for older people by Sport Waikato via their Actively website	Sport Waikato	Enhanced

5. Respect and Social Inclusion Goal: Older people are visible in the community and their experiences and needs are valued and actively considered. There are many positive examples of the contributions they make.		
Action	Responsible Agency	Status of Action
Advocate and support events and research projects that promote intergenerational connections.	Age Friendly Steering Group	New
Advocate and support central businesses to adopt age friendly practices and recognition as an Age Friendly business through the WHO framework.	Hamilton Central Business Association Age Friendly Steering Group	Enhanced
Increase awareness of the need of older people among businesses in Hamilton.	Hamilton Central Business Association Age Friendly Steering Group	Enhanced
Promote and assist people living with Dementia (Māori aware), to access services and/or schemes that will encourage more inclusivity in their local communities.	Dementia Waikato	New
Strengthen the awareness of the public and community agencies to the special conditions and challenges of people with dementia.	Dementia Waikato	New
Hamilton City Libraries will continue to work towards becoming dementia friendly spaces through staff upskilling and content/collection development.	Libraries	New

6. Civic participation and employment		
Goal: Older people have an active role in the community through volunteering, supporting local events and taking part in local politics.		
Action	Responsible Agency	Status of Action
Provide opportunities to raise older persons awareness of governance at Council.	Hamilton City Council, Governance and Older Persons Advisor	Enhanced
Provide meaningful opportunities for Hamilton's older population to participate in the 2025 Election, with tailored education and events during each phase of the election programme.	Hamilton City Council Communication Unit	New
Celebrate International Day of the Older Person annually on 1 October.	Age Concern/Hamilton City Council	Continue
Support older people to engage in volunteering activities by actively promoting opportunities in a way that helps remove barriers for education and participation.	Volunteering Waikato	New
Develop transition to retirement programme for HCC Staff approaching retirement age.	Hamilton City Council Diversity and Inclusion Specialist, Older Persons Advisor	New

7. Communication and information Goal: Older people are able to easily access information and support regardless of their abilities, language etc.		
Action	Responsible Agency	Status of Action
Council communication and information about events and important services are accessible for all ethnic and migrant communities and reflect the diversity of the main languages spoken in the older persons community.	HCC, Migrant communities	New
Improve digital literacy and support to older people to access new technologies.	Hamilton Libraries, Age Concern, SeniorNet	Continue
Updates and information regarding the Hamilton Age Friendly Steering Group are placed onto the Council's website to ensure ongoing progress of the plan and activities more widely known.	Hamilton City Council Communications Unit and Age Friendly Steering Group	Enhance
Facilitate "Age Friendly Cities and Communities Questionnaire" to identify achievements and gaps in Hamilton becoming a more Age Friendly City.	Age Friendly Steering Group Office for Senior Older Persons Advisor	New

8. Community support and health services Goal: Community-related services and health promotion support older people's physical and mental well-being and promote healthy behaviours and life choices.		
Action	Responsible Agency	Status
<i>Ensure ongoing avenues for advice and feedback from older people in Te Whatu ora governance.</i>	<i>Te Whatu ora</i>	<i>To be confirmed</i>
Continue to provide age-appropriate aquatic services and hydrotherapy at the Hamilton Pools, and ensure future planning has a focus on older people.	Hamilton City Aquatic Facilities	Enhance
Continue to partner with Waikato Masters Swim Club to support and promote their activities for Older People, including quarterly club meetings, trainings and events.	Hamilton City Aquatics Waikato Masters Swim Club	New

9. Safety Goal: Older residents feel safe and secure in their homes, neighbourhoods, public spaces and in their wider community.		
Action	Responsible Agency	Status of Action
Raise awareness of personal safety issues (including abuse and neglect).	Age Concern	Continue
Develop support and guidance for older people to prepare, respond to, and recover from Civil Defence emergencies.	Civil Defence (Waikato Regional Council)	Continue
Raise the awareness and understanding for City Safe staff of dementia and Older Persons issues through education and training	HCC Older Persons Advisor City Safe	New
Provide educational safety training to Age Care facilities and seniors groups with how to keep safe in public places.	City Safe	Enhance
Promote and support community safety programs, such as neighborhood watch groups and buddy systems, to create a safer environment for older persons.	Grey Power	New
Enable communication and connectedness with older residents and their community through membership in a Neighbourhood Support street group.	Neighbourhood support Hamilton	New

PARTNERSHIPS AND COMMUNITY-LED ACTIONS

The Hamilton Age Friendly Plan (2025-2030) is a cross-sector community plan, that enables collaboration between Hamilton City Council, older peoples organisations and communities to achieve collective input for an age friendly city.

The Action Plan provides direction for targeting resources more effectively, while encouraging the sector and community to work collaboratively, leveraging their collective strengths to achieve results.

In this plan, actions are broadly defined. This is because a community-driven project such as the Age Friendly Plan need to be flexible to respond to changes in the community itself, as well as the various agencies and groups supporting it.

The Age Friendly Plan has links to, and compliments several national and international strategies including:

- Better Later Life He Oranga Kaumātua 2019 to 2034 Strategy
- Healthy Aging Strategy 2016
- World Health Organisation - Age-friendly Cities Framework and Global Network for Age-friendly Cities and Communities
- New Zealand Disability Strategy 2016

The Plan also aligns with the following Hamilton City Council Strategies:

- He Pou Manawa Ora – Pillars of Wellbeing Strategy
- Access Hamilton Strategy
- Community and Social Development Strategy
- Open Spaces Strategy
- Play Strategy
- Libraries Strategy
- Disability Action Plan

Implementing and Monitoring

Implementation of the Plan will be overseen by the Community-Led Hamilton Age Friendly Steering group who continue to connect and support community stakeholders in delivering the actions that have been agreed on. The Steering Group is made up of members from the older persons sector, and represents a wide range of backgrounds, cultures, professions and experience.

Progress on the Implementation of the Plan will be reported to Hamilton City Council Elected Members annually through the Community Development Team. The Plan is due for expiry in 2030 when it will be reviewed and updated to reflect the collaboration between Hamilton City Council and community stakeholders in delivering age friendly practices and services that support older people to live a valued and rewarding life.

Section 4:

Helpful Resources/Tools for Older People

Your Guide to Hamilton

[0620924_HCC_New-Settlers-Directory-FINAL.pdf](#)

This guide to Hamilton Kirikiriroa provides basic settlement information for people who have recently moved to the city to live, work, or study

Kai Map

[Kai Map - LIVE](#)

This Map shows people where they can access low or no cost food across Hamilton.

Hamilton City Libraries

<https://hamiltonlibraries.co.nz/>

- Borrowing books, magazines, puzzles, games, and more
- Free access to newspapers from local, national and international sources
- Creative resources available through two Makerspace facilities
- Meeting rooms
- Justice of the Peace services
- Programmes and events for all ages

Here to Help You

<https://heretohelpu.nz/>

Support with access to services including free kai, health support, budgeting and more

Citizens Advice Bureau

<https://www.cab.org.nz/location/cab-hamilton>

At the CAB we try to help people to know and understand their rights and obligations and how to use this information to get the best outcomes, provide people with the confidence and support they need to take action, and work for positive social change within communities and wider society. We provide a free and independent service to all.

Community Houses

These organisations provide safe spaces for connection, support and upskilling:

Community House	Address	Website
Pukete Neighbourhood House	43 Church Road, Pukete 07 849 1115	https://www.puketehouse.org.nz/
Western Community Centre	46 Hyde Avenue, Nawton 07 8474873	https://www.westerncommunitycentre.org/
Te Papanui Enderley Community Centre	66 Tennyson Road, Enderley 0800 363 375	https://www.facebook.com/TePapanuiEnderleyCommunity/
Desert Spring Community Centre	408 Peachgrove Road, Fairfield 07 855 2728	http://www.discovery.org.nz/desert-spring-community-centre.html
Te Whare o Te Ata	214 Clarkin Road, Fairfield 07 855 7804	https://twota.org.nz/
Waimarie: Hamilton East Community House	53 Wellington Street, Hamilton East 07 8583453	https://waimarie.house/
Te Whanau Putahi	37 Oxford Street, Fairfield 07 855 0990	https://www.facebook.com/TeWhanauPutahi/

Glenview Community Centre	12 Tomin Road, Glenview 07 843 2600	https://www.glenviewcommunitycentre.co.nz/
Te Whare Kokanga	58 Bader Street, Bader 07 843 8811	https://www.facebook.com/tewharek

19 March 2025

Age Friendly Plan

Draft Plan 2025-2030



Purpose of Briefing

- Present initial draft of the Age Friendly Plan 2025-2030
- Share process for reviewing the Plan and next steps
- Seek feedback from Members regarding the plan prior to final engagement with community partners

Review Process

- Age Friendly Steering Group
- Individual stakeholder hui
- Incorporation of Council plans and strategies into actions
- Review of proposed actions with action owners



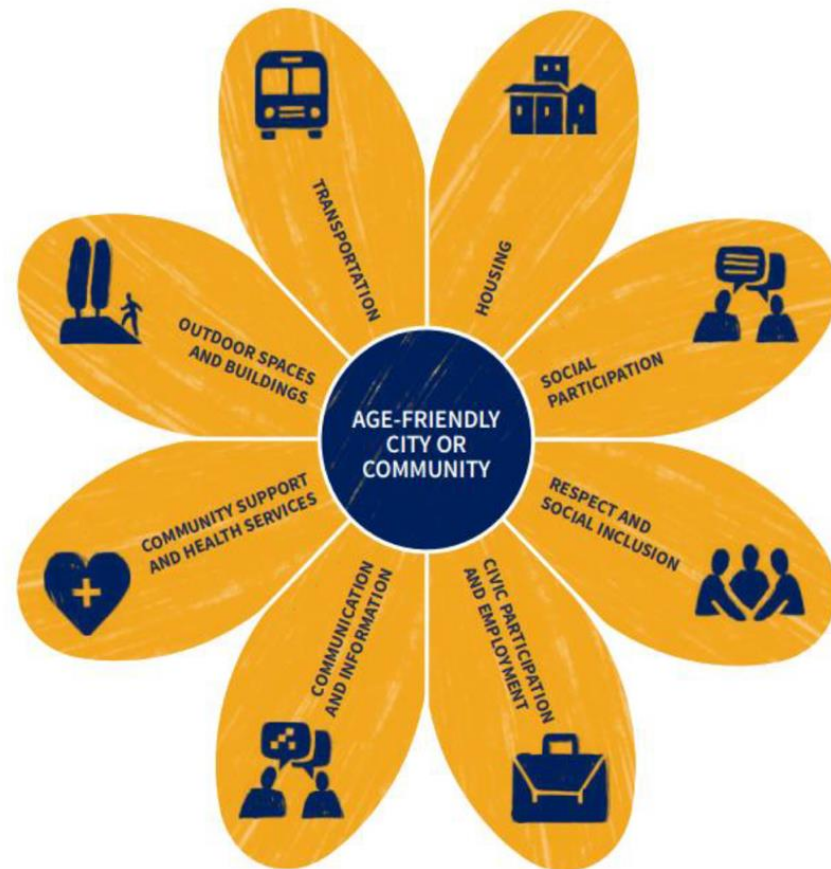


What We Heard

- More support for digital literacy and alternatives for distributing information that do not rely on the internet.
- Safety concerns when out in the city, when using public transport and within neighbourhoods.
- Lack of affordable or appropriate housing for seniors.
- Impact of the cost-of-living crisis.
- Social isolation and loneliness.

Draft Plan

- **39** Actions completed from the current plan
- **16** New actions have been added to the draft plan
- **26** Enhanced actions have been included in the draft plan
- **2** New partners have been included in the draft plan



Safety


Next Steps

Feedback from Members

- Questions
- Does plan align with what Members are hearing and seeing?
- Expectations prior to presenting to the Community and Natural Environment Committee in June

Further Engagement

- Finalise draft with Steering Group
- Work with partners on commitment to actions
- Support the review of the Age Friendly Steering Group members

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Update on consequential amendment to the 2024-34 Long-Term Plan, 2025/26 Annual Plan, and related matters

Elected Member Briefing 19 March 2025

Contents

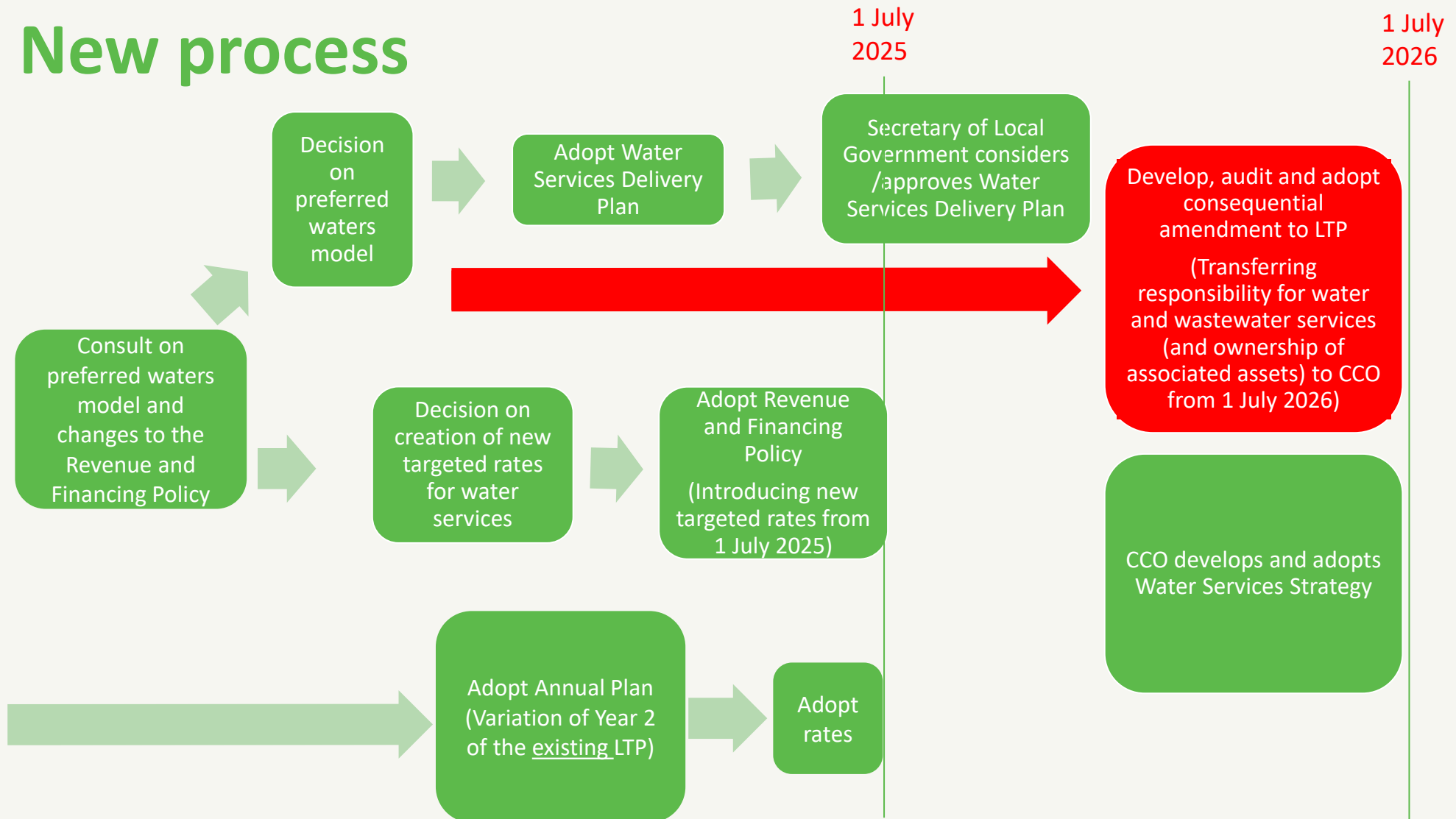
- Recommendations in report to tomorrow's Council meeting
- Other matters in report to tomorrow's Council meeting
- Timetable

Timing of consequential amendment to the 2024-34 Long-Term Plan

Recommendation to defer until between 1 July 2025 and 1 July 2026

- We've discussed with Audit NZ the process for developing and auditing a consequential amendment to the Long-Term Plan, should one be required
- Based on this, staff recommend deferring the amendment until after 1 July 2025 and prior to 1 July 2026
- The primary advantage of deferring is to address resourcing issues, given other critical work related to LWDW
- This decision has no impact on delivery timelines for the proposed changes to water services

New process



Rating Policy, Revenue and Financing Policy and Funding Needs Analysis

Recommendation to approve minor drafting updates

- Supporting information to the Local Water Done Well consultation
- Rating Policy updated to take account of the establishment of targeted rates for water, wastewater, stormwater
- Minor changes to the Funding Needs Analysis and resulting consequential amendment to the Revenue and Financing Policy have been made since the 11 February 2025 meeting where they were approved as supporting information to clarify the description of Council's five priorities with respect to Venues, Tourism and Events

Fees and charges

Recommendation to consult on majority (and directly approve others)

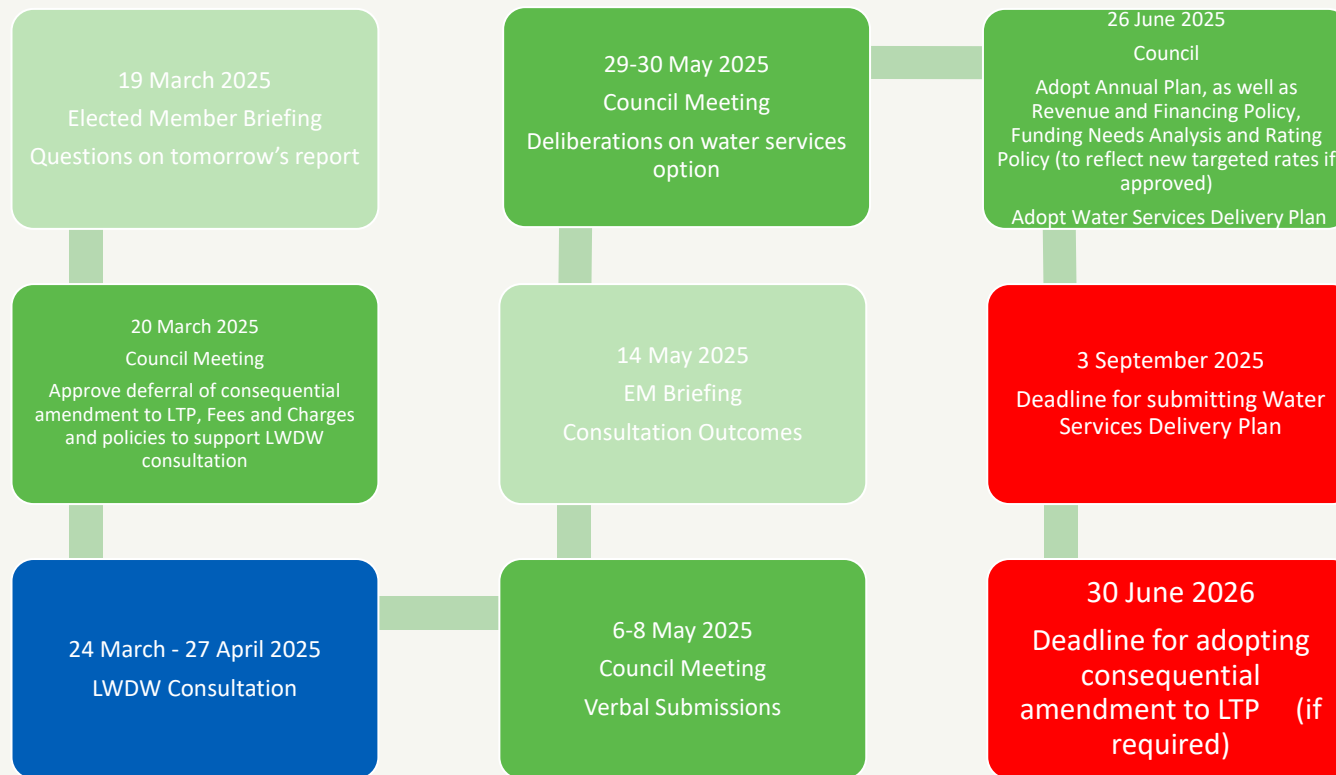
- A Statement of Proposal has been prepared for the draft 2025/26 Fees and Charges schedule
- 58% have increased based on inflation or actual cost adjustments; 25% have no change; 15% increase based on benchmarking
- There is no requirement to consult on most fees and charges, but the majority are included for simplicity and transparency
- Some fees and charges are excluded:
 - Alcohol licencing fees (subject to a separate consultation)
 - Animal education and control (timing doesn't align – seeking approval now)
 - One PX item

Other matters covered in report

The report also notes:

- a workshop will be held on 9 April 2025 to discuss the capital programme, in light of the discussion at the 27 February 2025 Finance and Monitoring Committee meeting.
 - any changes requested would be reflected in the report for the final Annual Plan budget deliberations meeting on 29-30 May 2025
- five asset books are currently being revalued, including water supply, wastewater, and stormwater. (There have been significant supply chain changes and economic inflationary volatility since the last valuation in 2022.)
 - staff expect to report the outcome in April 2025

Timeline



Disclaimer

This presentation is predicated on the assumption that Council will proceed with its preferred options of creating targeted rates for water services from 1 July 2025 and transferring water and stormwater services to an asset-owning CCO (jointly owned with Waikato District Council) from 1 July 2026.

This assumption is necessary for planning purposes because it is these options that generate changes to the Revenue and Financing Policy and a consequential amendment to the LTP respectively, which drive substantial work for the corporate planning team.

We have not predetermined the outcome of the consultation. If Council makes alternative decisions we will switch focus to implementing those decisions.

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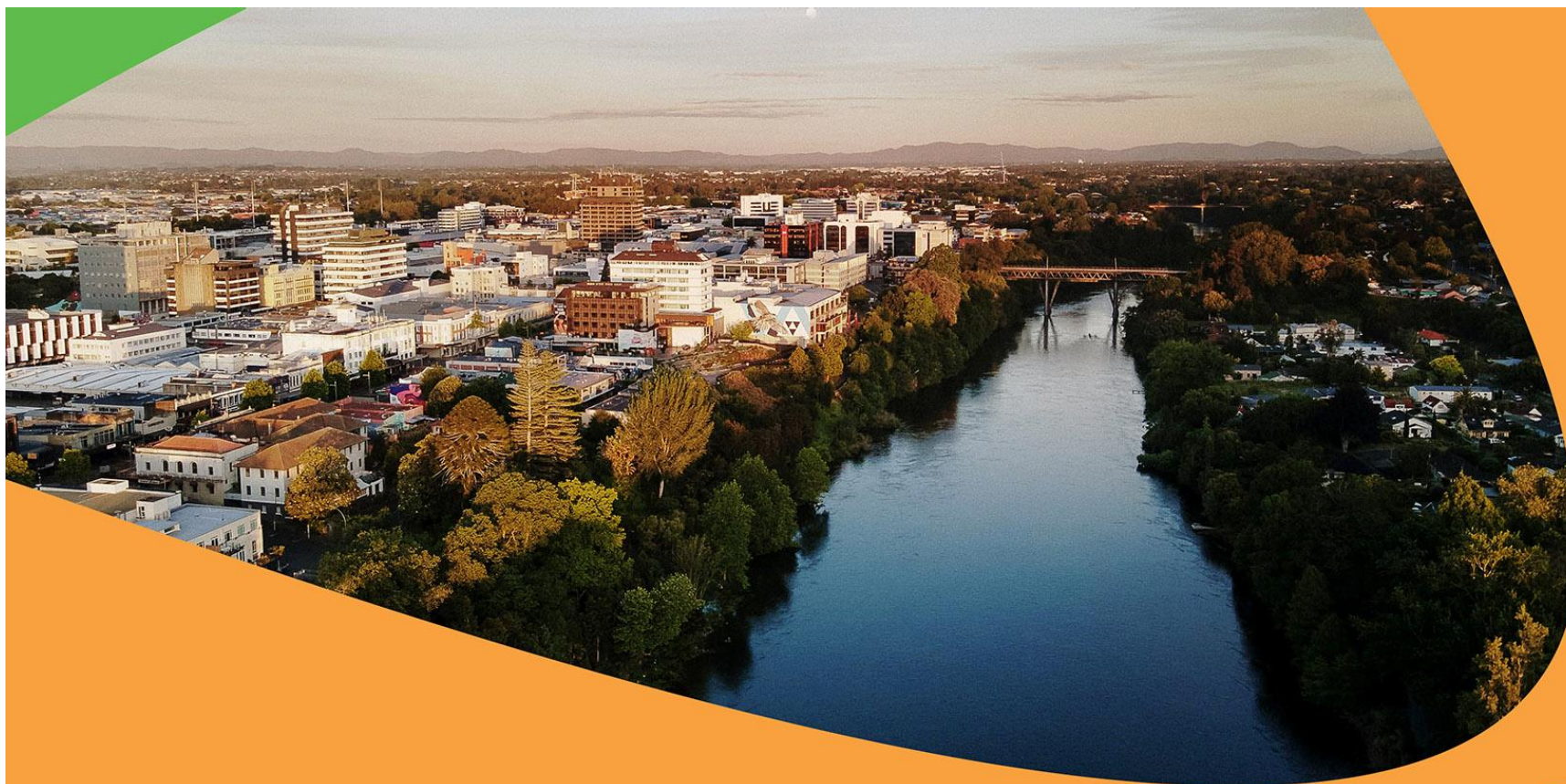
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Local Water Done Well

19 March Information Session – Public Excluded

(Note: Slides to be released to the public following this Information Session)



**Hamilton
City Council**
Te kaunihera o Kirikiriroa

Purpose

Ahead of 20 March 2025 decisions....

- Reminder: Approach to consultation
- Timelines for decisions
- Meeting schedule for Establishment Board Appointment Panel

What this means

- Waikato Tainui will play an important role through appointment of the Establishment Board.
- Mayors have met with Waikato Tainui Co-Chairs and are comfortable with the proposal of three from each partner for the Establishment Board Appointment Panel.

Hamilton City Council
1. Lead
2. X
3. X

Waikato District Council
1. Lead
2. X
3. X

Waikato Tainui
1. Lead
2. X
3. X

- Membership of the Shareholder Forum will still need to be resolved (at a later date).
- *Note: Strategic planning remains the exclusive prerogative of the Councils, and the CCO will be expected to support the implementation of those plans and strategies.* Tainui will continue to play an important role through the JMA, and futureproof.

Establishment Board Appointment Panel

- 20 March 2025 Council paper seeks approval to establish the Establishment Board Appointment Panel
- Hamilton City Council will need to confirm at that meeting who it appoints to the Appointments Panel (three members).

Consultation approach

24 March 2025 – 27 April 2025, with hearings scheduled for 6 – 8 May

- **Consultation is specific to waters and rates and targeted.**
- A Your Neighbourhood event at a water treatment plant will be an opportunity to engage with the community, alongside several public drop-in sessions.
- Material will be available online and hard copies in Council offices and public libraries.
- Advertising and social media will direct people to our website where additional information will be available (for example the full Business Case and Record of Agreement).
- Working with key stakeholders, including high-water users, developers, business and industry and encourage them to submit.
- Mayor and Councillors are out and about meeting with different groups. (Slide pack available.)
- Hui being organised between staff and mana whenua to support their consideration of the proposal.
- All staff will be provided with an opportunity to make individual submissions through the public consultation process.
- *If, following public consultation, the decision is made to proceed with the CCO option, HCC will undertake a detailed and formal internal consultation process.*

Key decisions – both councils

Decision	Hamilton City Council	Waikato District Council
Establishment Board Appointment Panel	20 March	26 March
Consultation period	24 March – 27 April	11 April – 11 May
Hearings	6 – 8 May	20 – 21 May
Deliberations (and decision on preferred model of delivery)	29 - 30 May	27 – 28 May (TBC)
Adoption of Water Services Delivery Plan Approve constitution, shareholder agreement, (as part of Annual Plan/LTP) approve debt funding for establishment	26 June	30 June

Note WDC processes have been delayed by around 1 week due to audit requirements – but decisions will still be aligned.

Establishment Board Appointment Panel Meetings and Decisions

Need to continue to progress provisional Board appointments – but clear that nothing is final until both Councils have made decisions

- **Early April: Selection Panel will:** Approve roles, scope and skills of Establishment Board; Approve commencement of recruitment.
- **Mid-Late April: Selection Panel will:** Consider long-list of potential candidates – agree short-list for interview; Begin work on company name, draft constitution, shareholder agreement, Board remuneration.
- **Early May: Selection Panel will:** Complete interviews of short-listed candidates.
- **Mid May: Selection Panel will:** Agree preferred candidates for appointment; (for recommendation to Councils) company name; draft constitution, shareholder agreement; draft letters of appointment / remuneration.
- **Early June - Following Councils decisions: Selection Panel will:** Appoint Establishment Board.

Establishment Board

- The following experience and expertise is sought:
 - Significant experience in the establishment of an infrastructure commercial entity.
 - Significant governance and organisational leadership experience.
 - Experience and applied knowledge of Te Ture Whaimana, including at least one Board member with whakapapa links to Te Awa o Waikato (The Waikato River).
 - Deep understanding of the local government sector and in particular, the delivery of water services.
- Each Council and Waikato Tainui will be asked for names to add to a long list of candidates for the Panel's consideration.
- **Elected Members are encouraged to start thinking about appropriate candidates.**

Programme Budget

- Resolution from 30 May 2024
 - h) that the total project funding is capped at \$1.66 million until 30 June 2025*
- Overall HCC contribution will be within the \$1.66 million budget approved.
- Total programme costs to 30 June approx. \$2.9 million includes work requested and paid for by others:
 - Waipa District Council to cover 100% cost of the addendum to the Business Case.
 - Cost sharing agreed with Waikato District Council:
 - Costs lie where they fall for the CCO decision
 - Waikato District Council and HCC will share costs 50:50 for establishment-planning related costs

Questions?

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