

PROGRESS REPORT – PHASE I (PLANNING)

**The City of Ljubljana
Slovenia**

Mayor: Zoran Jankovič

Authors:

Darija Božnik

dr. Simona Topolinjak

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Table of contents

- 1. Age-friendly City (AFC) Project Team..... 3
 - 1.1 Contact details of project team members 3
 - 1.2 Overview of project team 3
- 2. Mechanisms to involve older people in all stages of the age-friendly cities and communities process (Milestone 1) 4
 - 2.1 – Description of mechanisms 4
 - 2.2 – Supporting materials..... 4
- 3. Baseline assessment of the age-friendliness of the city or community (Milestone 2)..... 5
 - 3.1 Methods used..... 5
 - 3.2 Key findings 6
 - 3.3 Baseline assessment report 7
- 4. Action Plan (Milestone 3) 8
 - 4.1 Priorities 8
 - 4.2 Implementation timeline..... 9
 - 4.3 Budget 10
 - 4.4 Responsibility for implementation 10
 - 4.5 Age-friendliness as a cross-cutting issue in municipal planning..... 10
- 5. Indicators to monitor progress against this plan (Milestone 4) 11
 - 5.1 List of indicators..... 11
 - 5.2 Monitoring strategy 12

1. Age-friendly City (AFC) Project Team

1.1 Contact details of project team members

Designated Contact Person for the WHO Global Network:

- Name: Darija Božnik
- Sector: local self-government
- Organization/Department: City of Ljubljana, Department of Health and Social Security
- Position: Senior Adviser
- Email address: darija.boznik@ljubljana.si
- Telephone number: +386 1 306 41 05
- Role/responsibilities within the team: coordinator

1.2 Overview of project team

Organization	Name	Position	Role/responsibility	
C I T Y	Department of Health and Social Security	Darija Božnik	Senior Adviser	Coordinator
		Tilka Klančar	Head of the department	Responsible person
		Tanja Hodnik	Head of the Social Security office	Responsible person
A	Department of Real Estate	Simona Remih	Head of the department	Responsible person
D	Department of Commercial Activities and Traffic	David Polutnik	Head of the department	Responsible person
M	Department of Pre-school learning and Education	Marija Fabčič	Head of the department	Responsible person
I	Department of Sport	Marko Kolenc	Head of the department	Responsible person
S	Department of Culture	Mateja Demšič	Head of the department	Responsible person
T	Office of Local Self-Government	Vojko Grunfeld	Head of the office	Responsible person
R	Office of the organisation of work of the City Council	Matjaž Bregar	Director	Responsible person
A	City traffic wardens	Andrej Orač	Head of the City traffic wardens	Responsible person
T	Public Housing Fund	Sašo Rink	Director	Responsible person
I	Ljubljana Tourism	Barbara Vajda	Director	Responsible person
O	Community Health Centre Ljubljana	Rudi Dolšak	Director	Responsible person
N	Ljubljana Pharmacies	Marjan Sedej	Director	Responsible person
	Home Care Institute	Liljana Batič	Director	Responsible person
	Ljubljana Castle	Mateja Valentan Avbelj	Director	Responsible person
	Kinodvor cinema	Nina Peče	Director	Responsible person
	Ljubljana City Library	Jelka Gazvoda	Director	Responsible person
	Ljubljana Public Transport	Peter Horvat	Director	Responsible person
	Snaga waste management	Janko Kramžar	Director	Responsible person
	Cene Štupar Insistute	Bojan Hajdinjak	Director	Responsible person

2. Mechanisms to involve older people in all stages of the age-friendly cities and communities process (Milestone 1)

2.1 – Description of mechanisms

1. The Council for Senior Citizen – related issues in the City of Ljubljana, the Mayor's consulting body: it was set up in 2006. Currently it has (female) head and 9 members (7 women and 2 men).
2. The Project Council “Ljubljana – healthy city”: it was set up in 2008. It has (female) head and 10 members (8 women and 2 men).
3. Cooperation with NGOs: co-financing a number of various programs for the elderly in the areas of social assistance, health, education, culture and sports through public tenders, especially network of Day-care centers for the elderly (see the attached publication and as an example one of the decision on co-financing programs of NGOs).
4. Age friendly City: Vademecum. Guide for members of Senior Committee and other staff of the Age friendly city. Guide was published by an NGO - Anton Trstenjak Institute of gerontology and intergenerational relations in cooperation with the City of Ljubljana in 2009. Within this guide recommendations of the WHO were presented.
5. Focus group - elderly (see description in 3.1).
6. Research (see description in 3.1).

2.2 – Supporting materials

List of the supporting documents (attached):

- Decisions on the appointment of the Council for Senior Citizen from 2006, 2007 and 2011 (attachment 1),
- Decision on the appointment of the Project Council “Ljubljana – healthy city”(attachment 2),
- Ljubljana – Healthy City: Social care and health protection programs co-financed by the City of Ljubljana (attachment 3),
- Decision on co-financing programs or projects (attachment 4),
- Age friendly City: Vademecum (attachment 5).

3. Baseline assessment of the age-friendliness of the city or community (Milestone 2)

3.1 Methods used

1. *Voljč, Božidar (2010): Starosti prijazna Ljubljana. Izsledki raziskave 2008-2009. (Age friendly City of Ljubljana. Research findings 2008-2009).*

The research was made by NGO - Anton Trstenjak Institute of gerontology and intergenerational relations in cooperation with the City of Ljubljana.

The research was based on the qualitative research methodology, described in the Vancouver Protocol. 63 participants – 36 people over 60 years, 10 nurses and 17 service workers took an active part in the research. In the focus group of the elderly there were 69 % of women and 31 % of men, 44 % of them were from middle class and 56 % from lower class. Data analysis was completed in 2010. In the monograph WHO's recommendations in 8 topics (outdoor spaces and buildings, transportation, housing, respect and social inclusion, social participation, communication and information, civic participation and employment, community support and health services) were confronted with the suggestions and comments of Ljubljana's citizens.).

2. *Starosti prijazna Ljubljana – stališča in priporočila meščanov v letu 2011 (Age friendly Ljubljana – observation and recommendations of citizens in 2011).*

Recommendations were made by an NGO - Anton Trstenjak Institute of gerontology and intergenerational relations. Recommendations to all WHO's 8 topics were set up on the basis of citizens responds.

3. *The focus group – Elderly.*

The City of Ljubljana organized a focus group meeting on 23. 5. 2012. 11 organizations were present at the group meeting. All of them are concerned with older people and have been co-financed by the City of Ljubljana. 10 representatives (9 women and 1 man) have participated.

4. *Leskošek, Vesna, Jana Mali, Liljana Rihter (2013): Ugotavljanje potreb starejših na območju Mestne občine Ljubljana – raziskovalno poročilo (Identifying the needs of the elderly in the Municipality of Ljubljana – research report).*

The research report (2013) was made by Faculty of social work (research team: dr. Jana Mali, dr. Liljana Rihter, dr. Vesna Leskošek), who collaborate with Slovenian Federation of Pensioners' Organisations. For the purpose of research these methods were used: survey (152 people aged over 65: 63 % of women, 37 % of men) and sociological interview (421 people aged over 65: 62 % of women, 38 % of men). Residents were from different areas of the City of Ljubljana and from different socio-economic groups. The data analysis was completed by the end of 2012. The research was focused on 4 topics: housing, the need for assistance, health and personal well-being, social participation and leisure.

5. *Poročilo o aktivnostih Mestne občine Ljubljana za starejše v obdobju od 2010 do 2012 (Report on the activities of the City of Ljubljana for the elderly in 2010-2012).*

Report was prepared by the Department of Health and Social Security and presented in the City Council on 18th March 2013.

In report statistical demographic data and various actions for the elderly in the period from 2010 to 2012 were presented. Report was made on the basis of NGO's reports and information from different departments and public institutions of the City of Ljubljana. It consist of information about a) the performance of tasks in the field of social care (institutional care and home assistance for families); b) cooperation with NGOs; c) the

program Ljubljana – healthy city; d) activities in different areas – health protection, education, culture, sport, housing supply, security; e) the provision of information and building awareness on the elderly; f) activities regarding the European Year for Active Ageing and intergenerational solidarity in 2012.

6. The Council for Senior Citizen.

There were various discussions at the Council meetings about this issue. Members of the council also have prepared some initiatives.

7. The City Council and the Board for health and social care.

There were some discussions at the meetings and also some initiatives had been made.

8. NGOs, which are concerned with older people.

NGOs have to prepare reports about implementation of the co-financing program. In their reports also some problems were exposed.

9. Zavod za oskrbo na domu – Home Care Institute.

Ljubljana Home Care Service provides a public service for the provision of home assistance for families. The Department of health and social security has good cooperation with it and they are informing us on the regular meetings about their work and express the needs.

3.2 Key findings

1. Outdoor spaces and buildings

- to keep public buildings and outdoor spaces well maintained
- to achieve better access to public buildings

2. Transportation

- to achieve better access to public transport
- to achieve more pedestrian areas, cycle tracks and free transport for the elderly in the closed city center.

3. Housing

- to achieve better access to residential houses and to have more houses available

4. Social participation

- to ensure implementation of various programs and services for elderly
- to encourage development of new programs for elderly
- to ensure adequately infrastructure for NGOs

5. Respect and social inclusion

- to ensure older people active participation in decision-making processes
- to ensure older people to participate in various programs

6. Civic participation and employment

- to encourage older people in volunteering and other activities

7. Communication and information

- to ensure better information and communication nets

8. *Community support and health services*

- to ensure access and quality of health services
- to support programs for extending and improving the quality of life of elderly

3.3 Baseline assessment report

See the attached assessment reports:

- Age friendly City of Ljubljana. Research findings 2008-2009 (attachment 6),
- Age friendly Ljubljana – observation and recommendation of citizens in 2011 (attachment 7),
- Identifying the needs of the elderly in the Municipality of Ljubljana – research report (2013) (attachment 8),
- Report on the activities of the City of Ljubljana for the elderly in 2010-2012 (2013) (attachment 9).

4. Action Plan (Milestone 3)

4.1 Priorities

“Action Plan Age friendly Ljubljana for the period from 2013 to 2015” (attachment 10) was set up on the basis of different reports (see above) and focus group discussions. It contains 98 individual measures with 13 goals, which are arranged in 8 key areas, defined by the WHO. Responsible person for implementing the measures is City Administration and the individual municipal public institution and public enterprises. Measures are designed either as their regular tasks (which are carried out as a legal obligation or as a basic activity) or as an individual project.

Summary (goals and some measures in 8 key areas):

1. *Outdoor spaces and buildings*

GOAL 1: The outdoor spaces and public buildings of the City of Ljubljana are well kept and maintained.

E.g.: to keep existing and construct new outdoor sports areas for the elderly (trim, fitness, walking and bike trails); to provide new park benches.

GOAL 2: Accessibility of public buildings and spaces.

E.g.: to install lift in the Community Health Center Ljubljana, where they are still missing – unit Bežigrad and Moste Polje (currently there are 11 lifts installed).

2. *Transportation*

GOAL 1: Access to public transport.

E.g.: to ensure free transport for the elderly around the city center, which is closed for the traffic, with electric vehicles like *Kavalir*.

3. *Housing*

GOAL 1: Accessibility of residential buildings and dwellings.

E.g.: to promote the construction of sheltered apartments and to allocate them (the Elderly center Trnovo and Murgle) through the Public Housing Fund; to promote other options to solve accommodation problems: rent-purchase of apartments, replacement accommodation, agreement to sublet units.

4. *Social participation*

GOAL 1: Encourage the development and ensure the continuation of the implementation of programs and services in the fields of sports and recreation, culture, education and health, social care and employment for the elderly in the everyday life of the local community.

E.g.: to promote sports and recreation programs for the elderly (hiking, jogging, biking etc.); to ensure cultural and educational events for the elderly prepared by the Ljubljana City Library: reading meetings, meetings with authors, creative writing workshops etc.; to ensure the continuous implementation of the program of the City Theatre *Kinodvor*: film meeting over coffee, introduction of early afternoon appointments (lower ticket prices, program for the elderly) etc.; introduction of a new Senior & Junior ticket which includes a return trip on the funicular and a viewing of the Permanent Exhibition of Slovene History at the Ljubljana Castle for senior citizen accompanied by a child; introduction of dance nights every third Saturday of the month at the Ljubljana Castle; to encourage the expansion of well-known daily activity centers for the elderly.

5. Respect and social inclusion

GOAL 1: Older people have the opportunity to participate in decision-making processes for the elderly in Municipality of Ljubljana.

E.g.: to ensure participation of the elderly in the Council for Senior Citizens.

GOAL 2: Older people have a choice to engage in a variety of programs and activities.

E.g.: to ensure various social care programs for the elderly through public tenders; to ensure continuous computer literacy lecture for the elderly within the city quarters.

6. Civic participation and employment

GOAL 1: Promote the inclusion of older people in volunteering and other activities.

E.g.: to include volunteers to work in ZOO, Botanical garden and Home Care Institute.

7. Communication and information

GOAL 1: For the constant flow of information and content in the field of care for the elderly and enhancing social inclusion of older people living in the local community.

E.g.: informing about all of possibilities, services and organizations dealing with the elderly in the Municipality of Ljubljana.

8. Community support and health services

GOAL 1: Community support for extending and improving the quality of life of older people at home.

E.g.: further subsidize social services family help at home in the amount of 80 % instead of 50 % (minimum amount in the law).

GOAL 2: Help socially disadvantaged older people.

E.g.: to provide funds for financial assistance for the purpose of bridging material risks and for the purpose of paying the cost of lunches for the people aged over 65 years on the basis of the Ordinance on Financial Assistance.

GOAL 3: Accessibility and quality of health services.

E.g.: to ensure work of well-organized health visiting service; work of reference outpatient clinics where the doctor is accompanied by a registered nurse who monitors chronic illnesses and performs preventative treatment.

GOAL 4: Implementation of preventive programs and health care programs.

E.g.: implementation of programs such as preventive measure of sugar levels, cholesterol and triglycerides in the blood, body weight and blood pressure in Pharmacies Ljubljana's units; to raise awareness and to inform the elderly through various preventive workshops carried by the Ljubljana Health Centre, through leaflets and events for the elderly.

4.2 Implementation timeline

On 18th March 2013 the City council of Ljubljana adopted an Action plan "Age friendly Ljubljana for the period from 2013 to 2015". So, the implementation period for the action plan is 3 year.

4.3 Budget

All tasks of the Action plan activities have been included in the financial plan of each individual action holders.

4.4 Responsibility for implementation

Department of Health and Social Security.

4.5 Age-friendliness as a cross-cutting issue in municipal planning

On 13th May 2013 the City council of Ljubljana adopted a “Strategy for the development of Social Care in the City of Ljubljana for the period from 2013 to 2020”. There various programs and services for specific target groups, among them also programs for the elderly are presented. The Strategy also defined specific objectives, measures and indicators for different target group.

The programs for the elderly has been also included in a “Strategy of the development of the culture in the City of Ljubljana for the period from 2012 to 2015”, “Strategy of the development of the education in the City of Ljubljana for the period from 2009 to 2019”, “Strategy of the development of the sport in the City of Ljubljana” etc.

5. Indicators to monitor progress against this plan (Milestone 4)

5.1 List of indicators

1. Outdoor spaces and buildings:

- the number of new park benches per year;
- the number of public toilets;
- the number of complaints about cleanness of parks and public toilets.

2. Transportation

- the number of users who use electric vehicles *Kavalir* per year;
- the number of residents older than 65 years who are using monthly tickets for the public transport per year.

3. Housing

- the number of sheltered apartments;
- the number of residents who use other options to solve accommodation problems: rent-purchase of apartments, replacement accommodation, agreement to sublet units.

4. Social participation

- the number of cultural and educational events for the elderly prepared by the Ljubljana City Library;
- the number of Senior & Junior ticket sold in one year;
- the number of new daily activities centers per year.

5. Respect and social inclusion

- the number of female and male members of the Council for Senior Citizens;
- the number of various social care programs for the elderly co-financed through public tenders per year.

6. Civic participation and employment

- the number of programs co-financed through public tenders which include older volunteers per year.

7. Communication and information

- the number of articles about the elderly in the website www.ljubljana.si and in the magazine Ljubljana per year;
- the number of participants who take part in free of charge computer workshops.

8. Community support and health services

- the number of users of social services family help at home per year;
- the number of users of financial assistance for the purpose of bridging material risks per year;
- the number of reference outpatient clinics per year;
- the number of users of reference outpatient clinics per year;
- the number of various health care programs for the elderly co-financed through public tenders.

5.2 Monitoring strategy

Monitoring of the individual measures of the action plan will be a task of implementation holders, which will annually report to the Department of Health and Social Security.