



Bilbao

UDALA
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PLAN II

BILBAO, AGE-FRIENDLY CITY



2016 - 2019

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BILBAO CITY HALL

Directed by:
Bilbao City Hall
Department of Social Action.



In collaboration with:
3D SOCIAL MOVEMENT
Social Innovation Consulting Firm
and Communication Agency.





PLAN II

“BILBAO, AGE-FRIENDLY CITY”

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The gradual aging of the population and the trend towards the demographic concentration within urban areas pose some of the greatest challenges of our social reality. The simultaneity of these two phenomena, both of them of global order, unfold huge local challenges. In order to face this fact in 2006 WHO put into practice the **WHO Global Network of Age-Friendly Cities**¹, destinado a crear entornos urbanos que promuevan y aimed at creating urban settings by promoting and facilitating an active and healthy aging process by working the multiple dimensions of the urban reality and by taking into account the age perspective.

Bilbao joined this network and committed to the project thoroughly and successfully by developing a first 2010-2015 plan named "Bilbao, age-friendly city, B+60". It was the basis to make Bilbao a city much better adapted to the specific needs of an aging population; nevertheless, the continual social challenge set forth and the enthusiasm with which we undertook the project made us move forward constantly. On this score, we are presenting here the second Plan B+60, which constitutes both the renewal of such a commitment and a huge step to achieving a more age-friendly City.

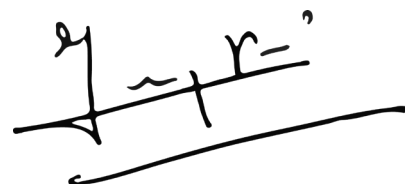
This **Second Plan 2016-2019 "Bilbao, age-friendly city"** focuses on making further progress in building up a city encouraging and facilitating active aging by optimizing the possibilities for health, participation, and security to enhance the quality of life as we age. Furthermore, it introduces some fundamental values, e.g. the strong commitment and participation of older people living in Bilbao, as well as the main social, cultural and economic agents of the city, who have actively been collaborating in the development of the foregoing Plan, in collaboration with the various

Departments of Bilbao City Hall. Therefore, below we provide a more detailed description of the result of such efforts and of the work carried out by the ad hoc working group.

Firstly, an initial Chapter where the working methods for the project are presented is set out. Likewise, both the several agents that have taken part in the development of the abovementioned plan and the main milestones that have marked the process are detailed herein.

In the second Chapter hereunder, the essence of this very plan is described. This provides a vertebrate structure based on three courses of action or performance areas, which are no more than three huge aspects of our urban reality on which the present plan is deployed. Such environments are classified as follows: Physical, Social, Health, and Participation. Each of these axes gathers a number of areas dividing the intervention area of such environments, which, in turn, are subdivided into several courses of action. All in all, this document presents a clear structure leading us from general matters to a more specific ones, within each of the three environments.

Currently, such friendly actions are being carried out in our city within each of these axes, as well as the main new actions proposed by the work commissions that have co-operated with the development of the said Plan, which have also proposed some indicators to finally be able to assess our city's friendliness correctly. I would like to conclude by thanking everybody who somehow has shared their knowledge and experience in order to produce this Second Plan "Bilbao, Age-Friendly City".



Iñigo Pombo Ortíz de Artiñano
Social Action City Council Member
Gizarte Ekintza Zinegotzi Ordezkarria

1. Age-Friendly Network. (WHO – World Health Organization). http://www.who.int/ageing/projects/age_friendly_cities_network/es/

Bilbao is tackling its **Second Plan “Bilbao, Age-Friendly City”** with the firm responsible commitment to meet the challenge in order to develop an intelligent city, capable of giving more personalized solutions to the needs of its citizens with new and varied profiles.

Once the first experience of the 2010-2015 plan was concluded, whose assessment was presented in October 2015, Bilbao is ready to continue working to achieve a more age-friendly city. Therefore, this new plan **is determined to move forward in a city like Bilbao by encouraging and facilitating active aging and by optimizing opportunities for health, participation, and security to enhance quality of life as we age**, in accordance with WHO (World Health Organization).

In order to achieve this goal not only has a plan been designed to collect the main friendly initiatives being launched in Bilbao right now but a proposal for a series of new actions born from the joint collaboration and work amongst the several agents involved in the development of this Plan.

In addition to the operational part, involving direct actions and practical ones, particular emphasis was given to incorporating a reflection and several adequate work methodologies in this second plan to make it a sound project from scratch. In order to reach the maturity of this perspective, the experience and knowledge acquired during the development of the first plan have been recovered, which has allowed us to spot out possible limitations and provide this second plan with a series of principles reinforcing its foundations.

In this regard, the project presented herein is aimed at placing the emphasis on the following aspects, which will have an impact on the whole plan, making them part of their own nature.



THE POLITICAL COMMITMENT.

There is a municipal commitment renewed with this Second Plan “Bilbao, Age-Friendly City” to be seen as a cross-referenced municipal plan, involving the majority of the municipal departments and other external agents. The Mayor himself takes responsibility for the project, being the Department of Social Action is the one supporting the various departments in order to lead them through the scope and guidelines of this Plan to build up an age-friendly city.

Without prejudice to continuing working in accordance with the guidelines set out by the World Health Organization², Bilbao must create step by step its own “age-friendliness” profile, in this sense, it is important to start by thinking about the kind of city we want in order to house a population of older adults, aged 60 and over, that in a few years’ time this population of interest will exceed 30%. Although the main actors in this plan are older people, we cannot put aside the kind of city we want. Such a reflection must be an integral part of the drafting and execution of the plan over the coming years, in a way theory and practice go hand in hand.

THE PARTICIPATION OF OLDER PEOPLE REPRESENTED IN THEIR DIVERSITY.

Throughout the drafting of this new Plan, it has been decided to incorporate the knowledge, and experience of the citizens who age as a challenge, taking into account their background (age, gender, nationality, disability, cultural and socioeconomic level, and so on). Aligning that background with the plan’s goals is, without any doubt, one of the added values thereof, and one of its paramount challenges.

THE PARTICIPATION OF BILBAO CITY HALL DEPARTMENTS.

The various municipal departments are required to add the age perspective in all those actions stated in the Local Government’s Plan that have a direct impact on a satisfactory aging process. The involvement of such departments is, therefore, a prerequisite for designing this Second Plan correctly.

PRODUCING A PROPOSAL FOR THE RELEVANT MEASUREMENT INDICATORS.

The appointment of Bilbao as one of the 13 cities in the world to produce the first Guide to Using Core Indicators for Measuring the Age-friendliness of Cities (World Health Organization, 2015)³ allows us in this second plan to make a proposal for indicators, helping us not only to measure the impact of this plan, its progress and challenges, and to find out which are the possible areas for improvement, but to establish some indicators that may help us to compare the degree of friendliness throughout Bilbao compared to other cities in the world, too.

IN COLLABORATION WITH OTHER DEPARTMENTS OF THE AUTONOMOUS BASQUE COMMUNITY AND EXTERNAL SOCIAL AGENTS.

This new Plan seeks to overcome the municipal frameworks and includes in its design and proposals several public and private organizations having a major presence in the construction and development of the city, i.e. universities, professional associations, foundations, third social sector institutions, etc. One of the goals of this perspective is to favor synergies and create new joint public/private proposals by promoting the collaborative work between departments and external agents.

TRANSPARENCY AND INTEGRAL COMMUNICATION OF THE PROCESS FOR PRODUCING UP THE PLAN.

We must keep on working to make the Plan easily recognizable and adopted by citizens, being communication a key tool for its dissemination. Such communication shall be appropriately adapted and accessible within the different contexts involved, being aware of every single reality. Likewise, participation in social networks and international relations becomes one of the core strategies of the communication plan.

2. Age-Friendly Cities: A Guide (World Health Organization://www.who.int/aging/AFCSpanishfinal.pdf

3. Measuring The Age-Friendliness of Cities. A Guide To Using the Core Indicators (World Health Organization 2015). http://apps.who.int/iris/bitstream/10665/203832/1/9789243509693_spa.pdf?ua=1

1.1. METHODOLOGY

This Second Plan, “Bilbao, Age-Friendly City”, starts with a global vision and mission, finally defined in a general objective leading us through the entire project:

Vision: To make Bilbao an international benchmark with regard to the quality of life offered to older people.

Mission: To provide Bilbao with the needed services and resources to develop mobility, security, health, and participation conditions older persons need.

General Objective: To take a step forward in developing the conditions favoring active aging and improving the quality of life for older people in Bilbao, as defined by WHO.

To carry out this second municipal plan, an ad hoc methodology has been designed, in addition to the existing principles, thus we have opted for a project that welcomes participation and in which several venues are at the disposal of the main social agents involved therein.

The participative process has been focused on gathering the necessary information through its own sources, such sources have been included in the drafting process of this Plan. The project, in turn, is aimed at deploying a methodology covering all the aspects or principles stated in the preceding section (political commitment, integration of the diversity of older people, inclusion of external agents, communication and transparency, etc.).

The keys of this participative process are not other than the optimal understanding, work-team, and collaboration to meet a common purpose.

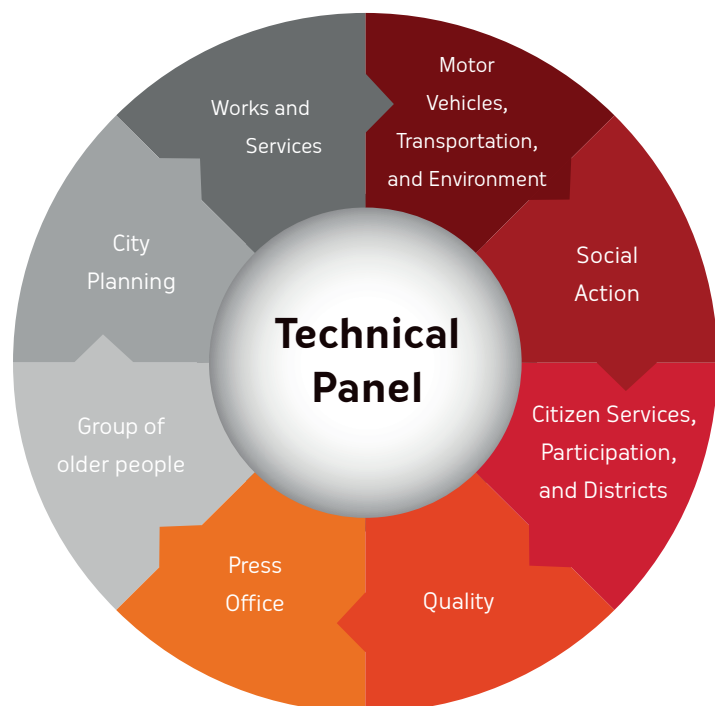
On the other hand, the drafting of this second plan has been fuelled by the knowledge of the current reality within the municipal technical context, which is also involved in other cross-sectional plans, with all the variables it implies, such as workload, meetings, agents selection process, etc. Therefore, a flexible methodology – the least invasive one and respectful with the rest of municipal activities and tasks – has been taken into account.

1.1.1 DESIGNING THE TARGET

Once the target and road-map to meet this Second Plan, “Bilbao, Age-friendly City”, were planned and devised, **participation has been channeled through a structure consisting of a TECHNICAL PANEL or ROUNDTABLE, and three work COMMISSIONS**, with different members and levels of actions.

The **TECHNICAL PANEL** in turn, is a management and monitoring body **consisting of heads of municipal departments who are more affected by this second Plan. Two representatives of Bilbao’s Older People’s Associations** are also members of this Technical Panel.

This Technical Panel, throughout the various meetings in which they had the opportunity to participate, developed the



following main functions:

- Define the operational sense of the Plan's general objective, mission, and vision.
- Select and appoint the municipal representatives for the Work Commissions.
- Select the external social agents participating in each Work Commission.
- Check, complete or modify the proposal for the Plan's working structure, carried out by the 3D Social Movement Consulting Firm.
- Provide the Work Commissions with the final structure to be completed with the actions and core indicators constituting the Second Plan B+60.
- Supervise the work done by the Work Commissions.
- Approve the final report.

As indicated, the Technical Panel is responsible, among other functions, for checking, completing or modifying, if necessary, the Plan's structure approach proposed by the 3D Social Movement Consulting Firm hired to assist Bilbao City Hall Department of Social Action in the development of the said Plan. Such a structure constitutes the formal core objective of this project and sets out a work plan that has been provided to the various Commissions so that these can complete its content through the proposed list of actions and indicators that finally will make up the Second Plan, "Bilbao, Age-Friendly City".

The **WORK COMMISSIONS**, by contrast, are responsible for drawing up the new actions for each of the intervention areas set forth in the Plan and for finding new areas of opportunity in order to create synergies in view of the needs identified by the representatives of older people.

A total of **three Work Commissions has been designed, one for each of the three fundamental axes of the structure** included in the project. Although all of them have produced a similar roadmap, every commission has independently carried out their own meetings, which allowed them to conduct a more methodical, meticulous, and systematized work. Throughout all these meetings, such three Commissions have worked on the challenges, actions, and areas of opportunity related to each of the three axes giving their names to the three Commissions, as follows:



- **Physical Environment Commission.**
- **Social and Health Commission.**
- **Participation Environment Commission.**

As their own names indicate, such commissions separately deal with three wide axes or action environments of our urban reality. This involves three huge aspects from which a common objective must be tackled: to move forward through them to improve the age-friendliness of our city. Therefore, each axis gathers under the auspices of such Commissions a series of action areas, strategic lines of intervention, and direct actions that, as a whole, shape up the Plan herein.

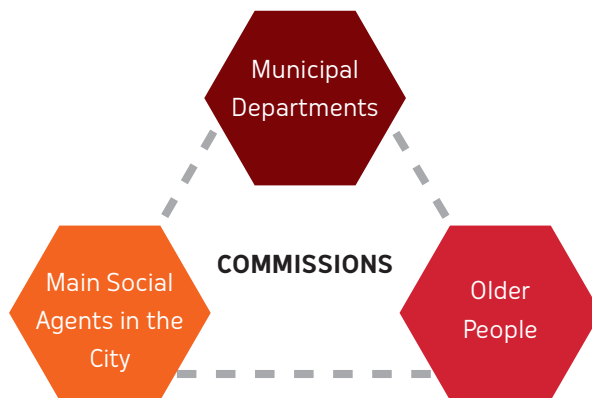
These Commissions, whose structure is described in the second paragraph of this Chapter, have been assigned the following functions:

- Select from the priority actions of the Local Government's Plan those ones impacting directly or specifically on older people.
- Prepare a file containing the main friendly actions that are already being carried out by the several social agents

taking part in such commissions.

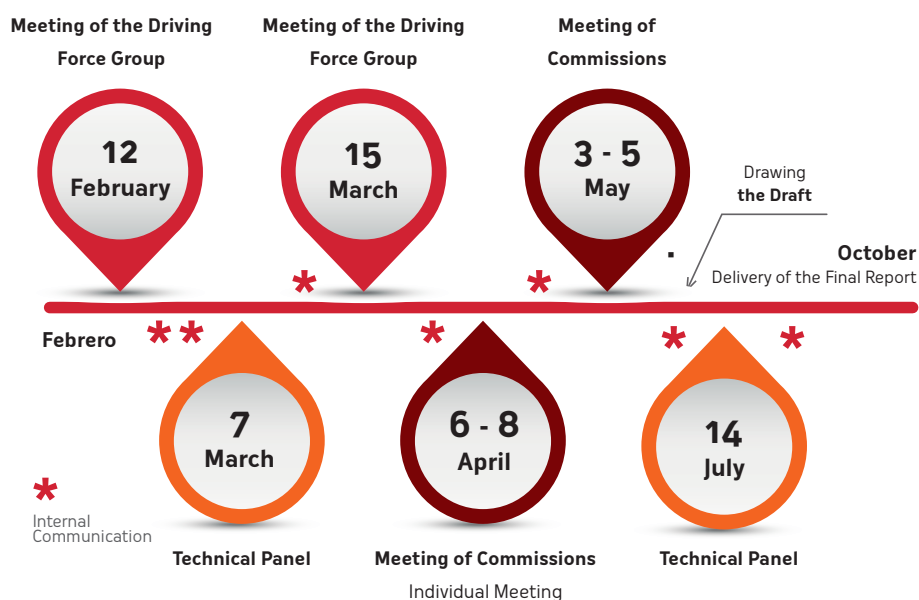
- Propose new friendly actions responding the most important challenges posed by older persons.
- Design new venues to create synergies among the different collaborating agents.
- Identify new areas of opportunity to perform those challenges laid down on the Working Table.

Thus, in view of this work plan, it is of paramount importance all the agents, who have taken part in the production of this plan, have also internalized the importance of their participation and commitment to collaborating with the development of the project.



1.1.2 PROJECT TIMELINE

The Project timeline below was established for the development of the Project. The action plan for the project was set out after holding a series of meetings carried out by the Driving Force Group –consisting of Bilbao City Hall Department of Social Action and of the 3D Social Movement Consulting Firm– and both the Technical Panel and the Work Commissions.



As shown in the Graph, the meetings guiding the development of the Project were as follows:

MEETING	OBJECTIVES
<p>Preliminary Meetings held by the Driving Force Group February 12</p>	<ul style="list-style-type: none"> • Designing objectives. • Drawing up the Action Plan.
<p>First Meeting held by the Technical Panel March 7</p>	<ul style="list-style-type: none"> • Defining the Plan's general objective, mission, and vision. • Selecting the municipal representatives for the Commissions. • Selecting the external agents taking part in the Commissions. • Supervising the Plan's general structure.
<p>First Meeting held by the Work Commission April 6 - 8</p>	<ul style="list-style-type: none"> • Communicating the Plan. • Presenting the objectives. • Justifying participation. • Methodological presentation. • Collaboration via tasks.
<p>Second Meeting held by the Work Commissions May 3 - 5</p>	<ul style="list-style-type: none"> • Setting up the work dynamics. • Generating new actions. • Finding areas of opportunity.
<p>Second Meeting held by the Technical Panel July 14</p>	<ul style="list-style-type: none"> • Supervising the work performed by the Work Commissions. • Studying the Plan's proposal. • Approving the Plan's proposal.

1.1.3 DYNAMICS OF PARTICIPATION

In order to develop the Project correctly and reach the Plan's general objective a series of participative dynamics were designed and were put into practice throughout the meetings held by the three commissions. **Their aim was to stimulate discussions and debates, exchange knowledge, and participation among the members of the work commissions.** All this was carried out to achieve the main challenges that, according to the representatives of the older persons, Bilbao must deal with regarding the age-friendliness of the city.

As described above, the commissions are made up by commissioners of the departments of Bilbao City Hall, several main organizations, social agents, and representatives of the older people's associations based in the city. After the first meeting held by the commissions, in which they were informed of the plan and the participation process, **the participants of the various commissions on behalf of their own groups handed over the following information:**

- **Municipal Departments:** All those actions that, within the Local Government's Plan and due to their own nature, especially favors and measures the age-friendliness of the city.
- **Main Social Agents in the City:** All those actions that are already being carried out within the institutions they represent and that may be included in the elder-friendly scheme, or that they may be understood as having an especial age-friendly attitude.
- **Older People:** On the one hand, they were asked to identify –from their own personal experience– those challenges the City of Bilbao must face to becoming an age-friendly city. On the other hand, the ones who belonged to any older people's associations were asked to identify those initiatives their associations carried out to promote age-friendliness in the city.

Once all this information is received and classified, the details and the dynamics of the proposals to implement such actions were designed at the second meeting held by the respective commissions.

First of all, **among the challenges and needs older people had pointed out, those that were repeatedly mentioned or thought to be especially important ones for this age group** were chosen. Such challenges and needs were chosen to balance the three environments as much as possible, bearing in mind that they had to be coherent and sensible needs so that all the members of the commission could provide ways of responding. Likewise, the set of challenges chosen should cover the entire spectrum of the three environments.

Having done so, some workshops were planned in such a way that each Commission was split up into 2 or 3 discussion groups consisting of 6 - 9 persons per panel. Each of these groups was arranged so that the general balance of the Commission as a whole was maintained, it is to say, having representatives of the three participatory groups (municipal departments, social agents, and older persons), and being a sample representing as much as possible their own Commissions.



The selection of the main challenges was raised to each of these discussion groups that, in the opinion of the older people's representatives, ought to be discussed so that Bilbao becomes an age-friendly city. **In view of this choice of challenges and needs, each panel discussed the subject during the meeting in order to move towards two core horizons to:**

1. Provide new possible actions offering solutions to the challenges brought forward.
2. Transform those very challenges in areas of opportunity to facilitate collaboration among the social, political and/or economic agents of the city.

In order to stimulate the discussion, each Work Commission had different moderators in their discussion group facilitated by the 3D Social Movement Consulting Firm. The tasks of this technical advisors were, amongst others, to stimulate the debate, conduct the discussion towards the objectives pursued at the meeting, bring forward possible meeting areas, gather the main inputs, etc. Thus, each moderator had a semi-structured discussion protocol helping him conduct the meeting and identify the most relevant inputs.

At the end of each meeting, the work done was shared among the participants. The key results were set out in a graphic recording prepared and ready for such a purpose. On these murals, some of the most important ideas achieved at the meetings were shown, along with the answers for the challenges thereof.

By working along the same working lines on successive days and with the three Commissions, all the information obtained was classified and ready for its systematic treatment by the Driving Force Group, made up, in this case, by the Department of Social Action and the 3D Social Movement Consulting Firm



1.2 PARTICIPANTS

As already indicated, **participation, collaboration, and commitment are three of the core axes of this Plan**, “Bilbao, Age-Friendly City”. Therefore, the agents are one of the pillars of the project due to the significance and enormous value of their contributions. Thereby, their participation has been shared throughout the project, being an active part of all work commissions involved in this very Plan.

From the very first meetings held by the Driving Force Group, the active and joint participation of three key agents has been proposed, agents who have been responsible for developing the whole Plan:

- Bilbao City Hall Departments.
- “External” agents; both public organizations and private ones.
- Older People’s representatives.

THE INVOLVEMENT OF OLDER PEOPLE.

The Plan must generate the participation channels required for the different agents, and especially for older persons in order to let them raise their views and knowledge in an easy, accessible, and transparent way. Taking into account as follows:

- Respect the heterogeneity that is a characteristic of people aged 60 and over.
- Transfer the knowledge and information in an easy way, and adapted to the targeted individuals.
- Define in a clear way the challenges and objectives pursued.
- Communicate the results in the same friendly format.
- Emphasize the involvement of the different agents.

PARTICIPATION OF THE VARIOUS MUNICIPAL DEPARTMENTS.

During the development of the many aspects of the city, several municipal departments were involved from different perspectives. Therefore, their involvement is of paramount importance to develop this Plan. For that reason, the abovementioned political momentum and commitment are necessary, but it is also needed to apply a methodology facilitating their involvement in the design and follow-up thereof.

COLLABORATING WITH OTHER DEPARTMENTS OF THE AUTONOMOUS BASQUE COMMUNITY.

Both the Provincial Government of Biscay and the Basque Government have developed some active aging programs within the context of “Biscay, Age-Friendly Territory⁴” or “Euskadi, Age-Friendly Community⁵”. Our Plan must be enriched with such experiences and collaborate with this objective in order to obtain an Age-Friendly Country, but without harming its own dynamics and specific characteristics. Thus, the joint communication, collaboration, and evaluation shall be a constant feature on our part.

INVOLVEMENT OF THE UNIVERSITY, PROFESSIONAL ASSOCIATIONS, AND OTHER SIGNIFICANT EXTERNAL AGENTS.

This Second Plan is aimed at initiating the debate, collaboration, and inviting other important social agents of Bilbao to be involved. Because of this, organizations such as professional associations of various kinds, well-known private organizations based in the City of Bilbao, Universities, several cultural agents, representatives from sectors such as the transportation or services ones have been invited to take part in... we understand that their involvement in the creation of public opinion and in the economic and social life of the city is very significant.

4. Biscay, Age-Friendly Territory.

http://www.bizkaia.eus/home2/Temas/DetalleTema.asp?Tem_Codigo=8982&idioma=CA&dpto_biz=3&codpath_biz=3%7C8975%7C8982

5. Euskadi, Age-Friendly Country.

<http://euskadilagunkoia.net/es/>

PHYSICAL environment

BILBAO CITY HALL DEPARTMENTS

- Motor Vehicles, Transportation, and Environment.
- City planning.
- Works and Services.
- Citizen Security.
- Housing.
- SURBISA.

EXTERNAL AGENTS

- Biscay Transportation Trust.
- Gizatek.

OLDER PERSONS

- Older People's Representatives.

SOCIAL AND HEALTH environment

BILBAO CITY HALL DEPARTMENTS

- Social Action.
- Health and Consumer Affairs.
- Zaintzea.

EXTERNAL AGENTS

- Basque Government Department of Health.
- OSI Bilbao-Basurto.
- Biscay Provincial Government Social Action Department.
- Biscay Association of Pharmacists - COFBI.
- Medical College of Physicians.
- Basque Association of Geriatrics and Gerontology - ZAHARTZAROA.
- Biscay Official College of Psychologists.
- Zuentzat.
- FEVAS.
- Igurco.
- IMQ.

OLDER PERSONS

- Older People's Representatives.

PARTICIPATION environment

BILBAO CITY HALL DEPARTMENTS

- Citizen Services, Participation, and Districts.
- Culture.
- Basque Language and Education
- Equality, Cooperation and Coexistence, and Festivals.
- Youth and Sports.
- Bilbao Ekintza.
- Quality.
- Arriaga Theater.

EXTERNAL AGENTS

- Basque Government Employment and Social Policies Department.
- Basque Language & Culture Department of Biscay Provincial Gov.
- University of Deusto.
- UPV-EHU University, Schools of Experience.
- La Fundición.
- Radio Popular.
- BBK - Kutxabank Social Projects.
- Red Cross.
- Futubide.
- NEVIPEN.
- Suspergintza.

OLDER PERSONS

- SECOT.
- Hartu Emanak.
- Nagusiak.
- Older People's Representatives.

1.3 DATA OVERVIEW

The outcome of the participation process carried out for producing the Second Plan, “Bilbao, Age-Friendly City”, has resulted in a Plan consisting of a total of 154 indicators and 191 actions included in the Local Government’s Plan, which are already initiated and which have been chosen as “age-friendly” for the aging population, as well as 53 new actions which shall be added to the Plan.

We have to bear in mind that the process for producing this Plan resulted in the proposal with a greater number of new actions, all in all, 92, but only 53 have been chosen to be included in this Second Plan, and, perhaps, it would be convenient to take into account some of these actions dropped for future plans



The Plan, as already presented, is constructed around three major areas or scopes of work:

The physical environment comprises Motor Vehicles & Transportation, Urban Development and Housing and has 56 indicators and 107 actions included in the Local Government’s Plan, as well as 26 new actions.

The Social Environment comprises Services, Communication, Processing, and Management, and has 51 indicators and 31 actions which have already been initiated by the Local Government’s Plan, as well as 6 new actions that have been already added to this Plan.

And finally, the participation environment comprises Volunteerism & Employment, Social Networks & Assistance, Information, Communication, Participation, and Leisure Activities & Training, having 47 indicators that have been included in the Local Government’s Plan, as well as 21 new actions.

	PHYSICAL ENVIRONMENT	SOCIAL AND HEALTH ENVIRONMENT	PARTICIPATION ENVIRONMENT
INDICATORS	56	51	47
LOCAL GOVERNMENT'S PLAN ACTIONS	107	31	53
PROPOSALS FOR NEW ACTIONS	26	6	21

In a way, it may be seen in the above chart how the physical environment impacts more on this Plan. It makes sense, as mobility and accessibility are two of the areas that have more relevance when it comes to developing a satisfactory aging process within an urban environment.

Perhaps it may attract our attention the few new actions included in the Social & Health Environment (6 actions), although it should be taken into account that, on the one hand, the health services are not the exclusive responsibility of the City Hall and therefore the Basque Government and Osakidetza Health Service are responsible for such an environment, and on the other hand, the Local Social Services are needed to develop a healthy, secure, and participative aging, and are already included in the Local Government's Plan (31 actions).

WHO INDICATORS

One of the most significant efforts achieved during the preparation of this Plan was the inclusion of the indicators suggested by WHO, and to have the option to complete and adapt them to our local context as Bilbao thankfully was chosen, along with other 13 cities all over the world, to pilot the first "Guide for Measuring the Age-Friendliness of Cities" (WHO-KOBE).

Therefore, we have a table summarizing separately such environments and courses of action, as well as the indicators WHO could request us to evaluate the development of the Plan.

When proposing different indicators, it has been borne in mind a double dimension; on the one hand, to provide factual data, along with proposals for basic, complementary, and equity indicators (with variables regarding gender, age, disability, and place of residence), and on the other hand, opinion indicators that may provide us guidance on older people's POINTS OF VIEW regarding the rate of friendliness of their city, (through a questionnaire especially produced by Bilbao City Hall Department of Social Action).

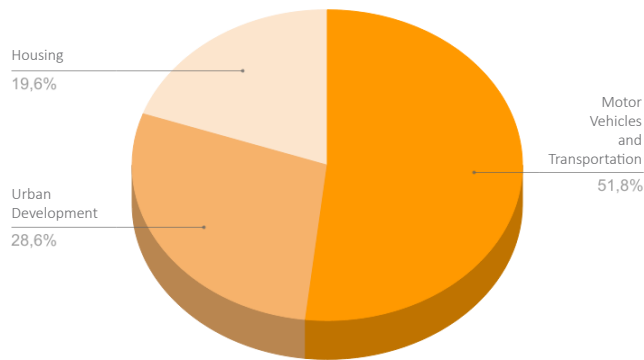
PHYSICAL ENVIRONMENT		SOCIAL AND HEALTH ENVIRONMENT		PARTICIPATION ENVIRONMENT			
A.1 Motor Vehicles and Transportation	N. 001	B.1 Services	N. 069	C.1 Volunteerism and Employment	N. 108		
	N. 002		N. 070		N. 109		
	N. 007		N. 078		N. 113		
	N. 008		N. 079		N. 114		
	N. 017			C.2 Social Networks and Assistance	N. 121		
	N. 018				N. 122		
	N. 022			C.3 Economic Inclusion	N. 123		
					N. 126		
A.2 Urban Development	N. 032					C.4 Information, Communication, and Participation	N. 129
	N. 033						N. 135
A.3 Housing	N. 046						N. 136
	N. 047						N. 137
	N. 050						N. 138
	N. 051					N. 141	
						C.5 Leisure Activities and Training	N. 142
							N. 143
							N. 144
							N. 147
				N. 149			

INDICATORS ITEMIZED BY ENVIRONMENTS

PHYSICAL ENVIRONMENT		SOCIAL AND HEALTH ENVIRONMENT		PARTICIPATION ENVIRONMENT	
A.1 Motor Vehicles and Transportation	29	B.1 Services	43	C.1 Volunteerism and Employment	9
A.2 Urban Development	16	B.2 Communication, Processing, and Participation	5	C.2 Social Networks and Assistance	6
A.3 Housing	11	B.3 Management	3	C.3 Economic Inclusion	6
				C.4 Information, Communication, and Participation	13
				C.5 Leisure Activities and Training	13

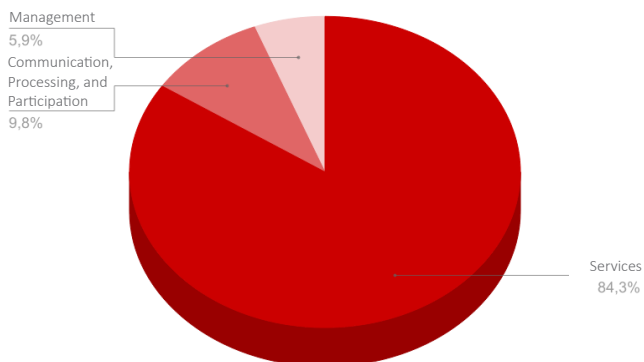
56 INDICATORS

PHYSICAL environment



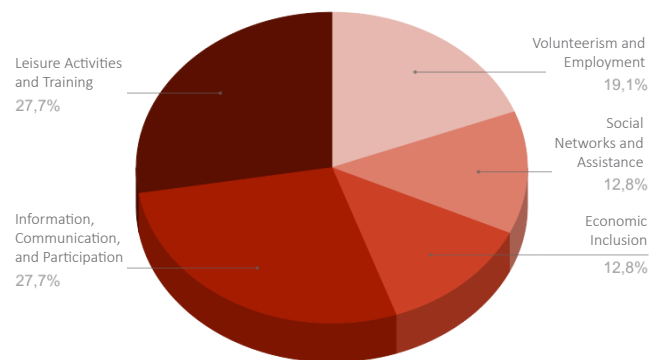
51 INDICATORS

SOCIAL and HEALTH environment



47 INDICATORS

PARTICIPATION environment



If we have a look at the indicators proposed and itemized by environments, we can see that the three environments are well-balanced regarding the number of actions, with a slight increase with regard to the indicators which are related to the physical environment, which is 38%, regarding the total number of indicators proposed, especially those ones which are related to Motor Vehicles & Transportation.

Within the Social & Health Environment, 32% with regard to the total of indicators only those ones that help us measure the quality and amount of services available have special representation.

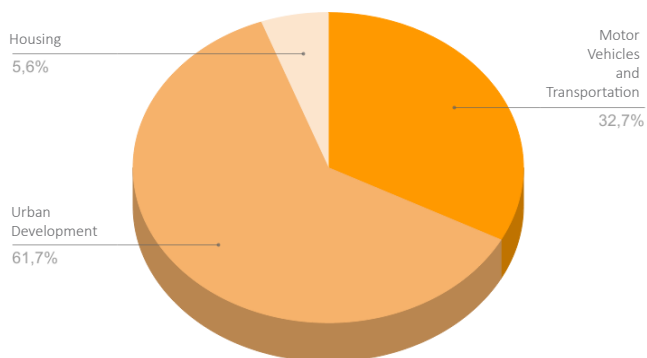
And with regard to the indicators helping us measure the participation of older persons amount to 30% of the total number of indicators, placing special emphasis on those related to information, communication, and participation in leisure activities and training available.

LOCAL GOVERNMENT'S ACTIONS ITEMIZED BY ENVIRONMENT

PHYSICAL ENVIRONMENT		SOCIAL AND HEALTH ENVIRONMENT		PARTICIPATION ENVIRONMENT	
A.1 Motor Vehicles and Transportation	35	B.1 Services	14	C.1 Volunteerism and Employment	6
A.2 Urban Development	66	B.2 Communication, Processing, and Participation	4	C.2 Social Networks and Assistance	18
A.3 Housing	6	B.3 Management	13	C.3 Economic Inclusion	3
				C.4 Information, Communication, and Participation	2
				C.5 Leisure Activities and Training	24

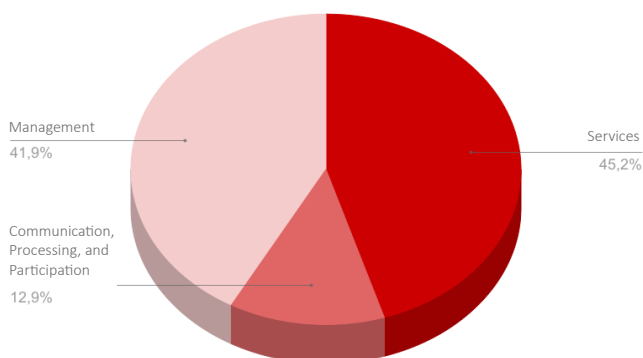
107 ACTIONS

PHYSICAL environment



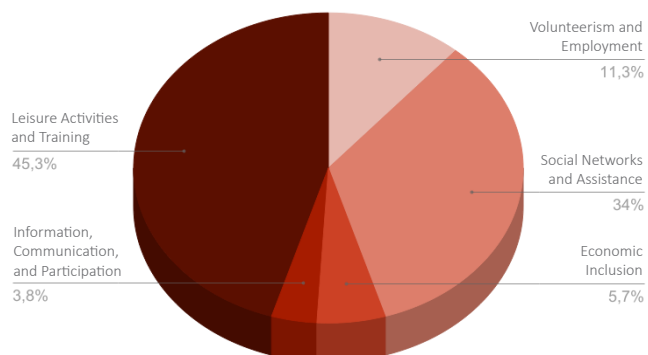
31 ACTIONS

SOCIAL and HEALTH environment



53 ACTIONS

PARTICIPATION environment



REGARDING ACTIONS INCLUDED IN THE LOCAL GOVERNMENT'S PLAN

Regarding the actions included in the Local Government's Plan, which are also included in this Second Plan B+60, the municipal departments taking part in the production of this process has been requested to choose among the actions set forth in the Local Government's Plan, those considered having more relevance in the construction of an "age-friendly city". When the information sent by the various departments was checked it was obvious that some departments interpreted such age-friendly actions in a "general" way.

In general, we understand it may be difficult to discern what actions are age-friendly and which ones may impact more directly on older people. Nevertheless, it is important to highlight this aspect as a weakness of Plan B+60, since not all these 191 actions proposed as "age-friendly" really target older persons.

ACTIONS INCLUDED IN THE LOCAL GOVERNMENT'S PLAN ITEMIZED BY ENVIRONMENTS

As it can be seen in the chart, the higher incidence of the actions included in the local Government's Plan, which have also been included in Plan B+60, are related to the physical environment (107 actions), far away from the 31 actions related to the social and health environment and from the 53 actions related to the participation environment. The actions related to the physical environment are the ones targeting strategic line A.2. urban development that amounts to 62% of the entire physical environment, followed by line A.1. related to Motor Vehicles & Transportation that comes to 33% of the whole physical environment.

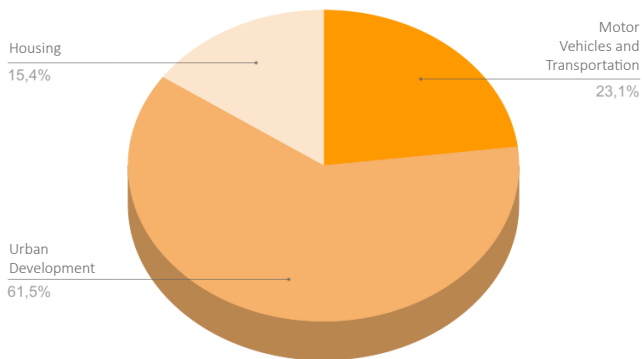
Regarding the total number of actions included in the Local Government's Plan (191 actions), it should also be highlighted the ones related to the Participation Environment amounting to 28% of the total number, in contrast to 16% of those related to the Social & Health Environment.

NEW ACTIONS ITEMIZED BY ENVIRONMENT

PHYSICAL ENVIRONMENT		SOCIAL AND HEALTH ENVIRONMENT		PARTICIPATION ENVIRONMENT	
A.1 Motor Vehicles and Transportation	6	B.1 Services	5	C.1 Volunteerism and Employment	4
A.2 Urban Development	16	B.2 Communication, Processing, and Participation	1	C.2 Social Networks and Assistance	6
A.3 Housing	4	B.3 Management	0	C.3 Economic Inclusion	0
				C.4 Information, Communication, and Participation	5
				C.5 Leisure Activities and Training	6

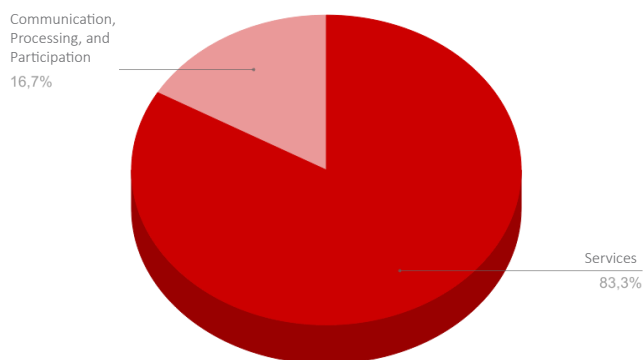
26 ACTIONS

PHYSICAL environment



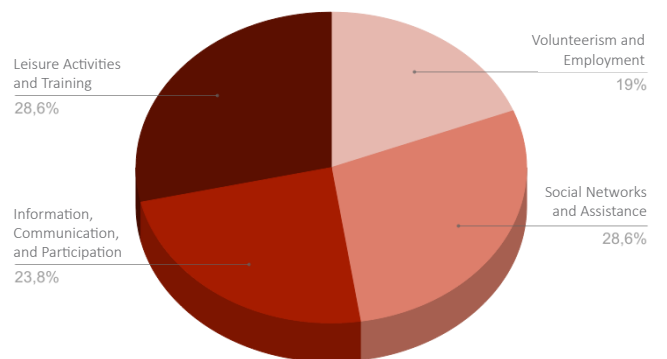
6 ACTIONS

SOCIAL and HEALTH environment



21 ACTIONS

PARTICIPATION environment



IN RELATION TO THE NEW ACTIONS

The Second Plan B+60 includes 53 new actions, although 92 were proposed during the participative drafting process.

Of the total number of actions included in the Plan, the new ones amount to 21.7% (in all, 244 actions).

The aim is to highlight the current Local Government's Plan as a strong point, which is a plan with a high level of development regarding "age-friendliness" and the requirements requested by both WHO (Checklist of Essential Features of Age-Friendly Cities) and the expectations posed by older people. That fact is evidenced by the many requests made by other cities that are interested in our Plan, as an example of good practice.

Evidently, we must highlight this strong point but we should also pay attention to some areas needing to be improved, and confirm that the social & health environments (just 15% of all actions) and the participation one (30.32%) are much less developed than the physical environment (54.5% of all actions).

NEW ACTIONS ITEMIZED BY ENVIRONMENTS

Of all the new actions, 49% is included in the physical environment, closely followed by the participation environment amounting to almost 40%. And further afield the 6 new actions included in the social & health environment in excess of 11% of all the new actions. This last piece of information might be surprising as it is very low regarding a Plan targeting older persons, although it is convenient to remember that the health-related responsibilities go beyond the municipal framework because they are the concern of the Basque Government, as well as a relevant part of the social services which are the responsibility of the Provincial Government of Biscay (County Hall). Within the physical environment, the strategic line with a larger number of actions is A.2. Urban Development (16 actions).

INDICATORS ITEMIZED BY AGENTS

PHYSICAL ENVIRONMENT

DEPARTMENTS	A.1 Motor Vehicles and Transportation	A.2 Urban Development	A.3 Housing	TOTAL
Motor Vehicles, Transportation, and Environment	12	-	-	12
Citizen Security	-	1	1	2
Works and Services	1	1	-	2
City Planning	-	1	-	1
Social Action	16	12	9	37

EXTERNAL AGENTS	A.1 Motor Vehicles and Transportation	A.2 Urban Development	A.3 Housing	TOTAL
EUSTAT	-	1	1	2
Bilbao Dendak	-	1	-	1
Biscay Transportation Trust	6	-	-	6
Department of Transport of the Basque Government	6	-	-	6

SOCIAL AND HEALTH ENVIRONMENT

DEPARTMENTS	B.1 Services	B.2 Communication, Processing, and Participation	B.3 Management	TOTAL
Social Action	37	5	3	45
Motor Vehicles, Transportation, and Environment	1	-	-	1

EXTERNAL AGENTS	B.1 Services	B.2 Communication, Processing, and Participation	B.3 Management	TOTAL
Osakidetza	3	-	-	3
Zaintzea	2	-	-	2
Biscay Transportation Trust	1	-	-	1
Department of Transport of the Basque Government	1	-	-	1

PARTICIPATION ENVIRONMENT

DEPARTMENTS	C.1 Volunteerism and Employment	C.2 Social Networks and Assistance	C.3 Economic Inclusion	C.4 Information, Communication, and Participation	C.5 Leisure Activities and Training	TOTAL
Social Action	7	6	5	8	8	34
Equality, Cooperation and Coexistence, and Festivals	-	1	-	-	1	2
Citizen Services, Participation, and Districts	-	1	-	-	3	4
Health and Consumer Affairs	-	1	-	1	2	4
Library Network	-	-	-	-	1	1
Bilbao Kirolak	-	-	-	-	2	2
Municipal Police	-	1	-	-	-	1
Obras, Servicios, Rehabilitación urbana y Espacio público	-	-	-	1	-	1

EXTERNAL AGENTS	C.1 Volunteerism and Employment	C.2 Social Networks and Assistance	C.3 Economic Inclusion	C.4 Information, Communication, and Participation	C.5 Leisure Activities and Training	TOTAL
Osakidetza	-	-	-	1	-	1
UPV-EHU	-	-	-	-	2	2
Arriaga Theater.	-	-	-	-	1	1
Guggenheim Bilbao Museum	-	-	-	-	1	1
Fine Arts Museum	-	-	-	-	1	1
Food Bank	-	-	1	-	-	1
INEM	1	-	-	-	-	1
Red Cross	1	-	-	-	-	1
Cáritas	1	-	1	-	-	2

The City Hall Departments incorporating the majority of indicators are Social Action with 116 indicators (including the ones outlined in the citizen opinion survey), followed by Motor Vehicles & Transportation with 15 indicators and Works & Services with 6 indicators. It should be noted that two external agents belonging to the Basque Government (Department of Works & Transportation) and to the Provincial Government (Department of Public Works & Transportation) provided 8 indicators each.

The Department of Social Action is the one proposing more indicators for the three environments, i.e. physical, social-health, and participation. One of the main weaknesses we may find in this Second Plan B+60 is the few Indicators included in the Participation environment by Citizen Services, Participation, and Districts, or even no indicator was provided by Culture, Education, Youth & Sports.

As a relevant piece of information, it could be highlighted line B.1., corresponding to Services, with 37 Indicators provided by the Department of Social Action, which is the one having more measuring data. This very Department contributed with 34 additional indicators within different strategic lines such as C.1. Volunteerism & Employment (7 indicators), C.2. Networks & Social Assistance (6 indicators), C.3. Economic Inclusion (5 Indicators), C.4. Information, Communication, & Participation (8 indicators) and line C.5. related to Leisure Activities & Training with 8 indicators.

ACTIONS OF THE LOCAL GOVERNMENT'S PLAN ITEMIZED BY AGENTS

As it is shown in the charts, again the Departments of Motor Vehicles, Transportation, and the Environment (41 actions), and Social Action (31 actions) and Works & Services (30 actions) are the most relevant ones.

PHYSICAL ENVIRONMENT

DEPARTMENTS	TOTAL
Motor Vehicles, Transportation, and Environment	41
Citizen Security	14
Works and Services	30
SURBISA	14
City Planning	6
Housing	1
Health and Consumer Affairs	1

SOCIAL AND HEALTH ENVIRONMENT

DEPARTMENTS	TOTAL
Social Action	20
Health and Consumer Affairs	11
Housing	1

PARTICIPATION ENVIRONMENT

DEPARTMENTS	TOTAL
Social Action	11
Bilbao Ekintza	5
Equality, Cooperation and Coexistence, and Festivals	14
SURBISA	1
Citizen Security	4
Youth and Sports	6
Culture	4
Motor Vehicles, Transportation, and Environment	4
Basque Language and Education	3

NEW ACTIONS ITEMIZED BY AGENTS

PHYSICAL ENVIRONMENT

DEPARTMENTS	A.1 Motor Vehicles and Transportation	A.2 Urban Development	A.3 Housing	TOTAL
Motor Vehicles, Transportation, and Environment.	6	-	-	6
Citizen Security	-	1	-	1
Works and Services	-	11	-	11
City Planning	-	1	-	1
Culture	-	1	-	1
Youth and Sports	-	1	-	1
Housing	-	-	1	1
Health and Consumer Affairs	-	1	-	1
Social Action	-	-	2	2

EXTERNAL AGENTS	A.1 Motor Vehicles and Transportation	A.2 Urban Development	A.3 Housing	TOTAL
Basque Government Employment and Social Policies Department	-	-	1	1

SOCIAL AND HEALTH ENVIRONMENT

DEPARTMENTS	B.1 Services	B.2 Communication, Processing, and Participation	B.3 Management	TOTAL
Social Action	5	1	-	6

EXTERNAL AGENTS	B.1 Services	B.2 Communication, Processing, and Participation	B.3 Management	TOTAL
COFBI - Colegio Oficial de Farmacéuticos de Bizakaia	1	-	-	1

PARTICIPATION ENVIRONMENT

DEPARTMENTS	C.1 Volunteerism and Employment	C.2 Social Networks and Assistance	C.3 Economic Inclusion	C.4 Information, Communication, and Participation	C.5 Leisure Activities and Training	TOTAL
Social Action	3	1	-	4	5	13
Equality, Cooperation and Coexistence, and Festivals	-	1	-	-	-	1
Bilbao Ekintza	1	1	-	-	-	2
Youth and Sports	-	1	-	-	-	1
Citizen Services, Participation, and Districts	-	1	-	1	2	4

EXTERNAL AGENTS	C.1 Volunteerism and Employment	C.2 Social Networks and Assistance	C.3 Economic Inclusion	C.4 Information, Communication, and Participation	C.5 Leisure Activities and Training	TOTAL
Trade Association of Bilbao	-	1	-	-	-	1

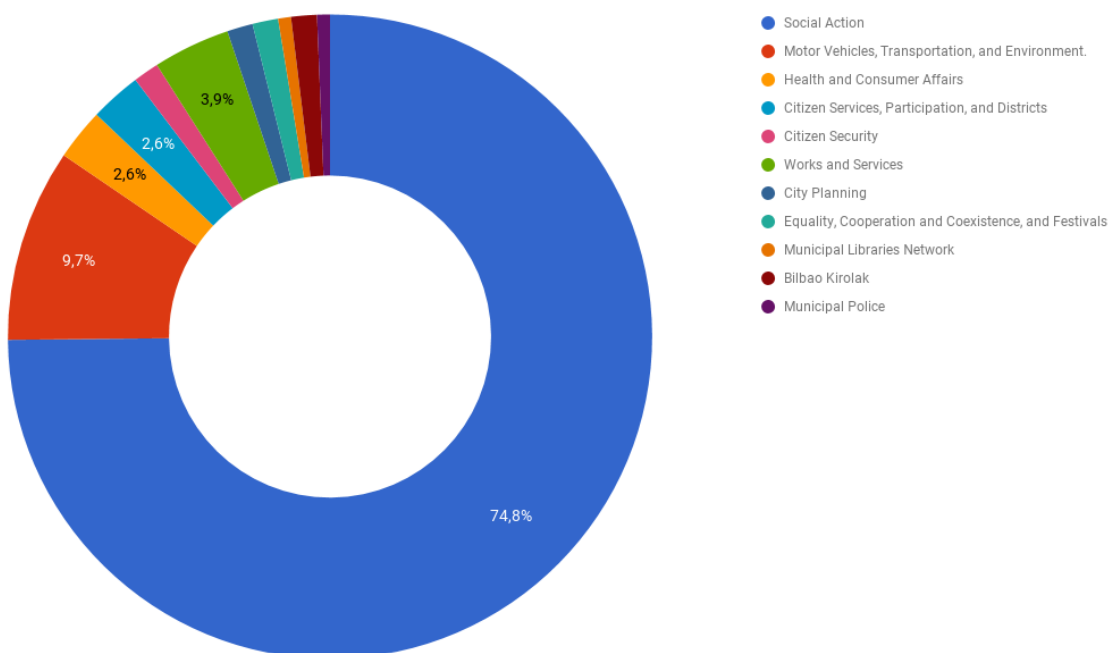
The same interpretation that was carried out with the indicators is repeated with the Local Government's Plan actions, and now with the new actions, too, because the Departments of Social Action (21 new actions), Works & Services (11 actions), Motor Vehicles & Transportation and the Environment (6 actions) are the ones leading the Plan, being the first one particularly very relevant.

SUMMARY ITEMIZED BY DEPARTMENTS

INDICATORS

DEPARTMENTS	TOTAL
Social Action	116
Motor Vehicles, Transportation, and Environment.	15
Health and Consumer Affairs	4
Housing	-
Press Office	-
Citizen Services, Participation, and Districts	4
Citizen Security	2
Works and Services	6
SURBISA	-
City Planning	2
Bilbao Ekintza	-
Equality, Cooperation and Coexistence, and Festivals	2
Youth and Sports	-
Culture	-
Municipal Libraries Network	1
Bilbao Kirolak	2
Municipal Police	1
Basque Language and Education	-

INDICATORS BY DEPARTMENTS



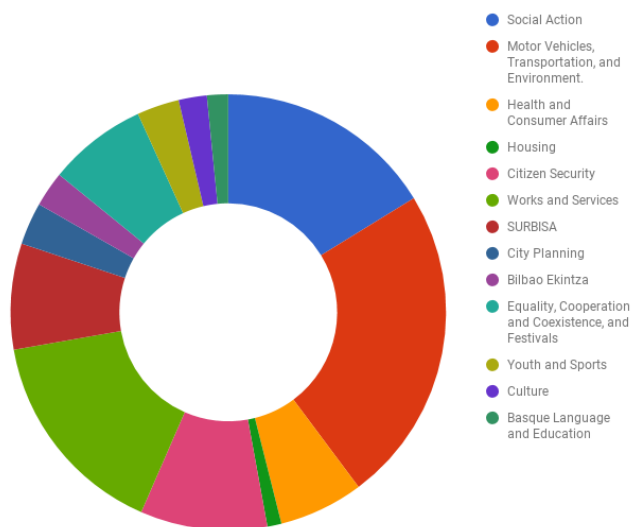
LOCAL GOVERNMENT'S PLAN ACTIONS

DEPARTMENTS	TOTAL
Social Action	31
Motor Vehicles, Transportation, and Environment.	45
Health and Consumer Affairs	12
Housing	2
Press Office	-
Citizen Services, Participation, and Districts	-
Citizen Security	18
Works and Services	30
SURBISA	15
City Planning	6
Bilbao Ekintza	-
Desarrollo Económico, Comercio y Empleo	5
Equality, Cooperation and Coexistence, and Festivals	14
Youth and Sports	6
Culture	4
Municipal Libraries Network	-
Bilbao Kirolak	-
Policía Municipal	-
Basque Language and Education	3

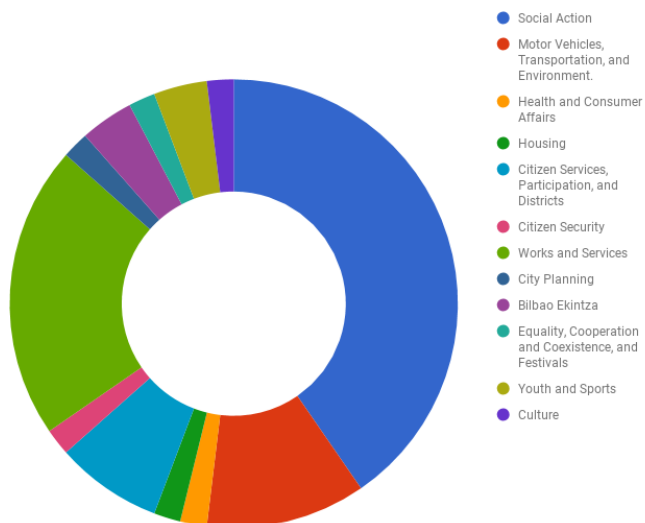
PROPOSALS

DEPARTMENTS	TOTAL
Social Action	21
Motor Vehicles, Transportation, and Environment.	6
Health and Consumer Affairs	1
Housing	1
Press Office	-
Citizen Services, Participation, and Districts	4
Citizen Security	1
Works and Services	11
SURBISA	-
City Planning	1
Bilbao Ekintza	2
Desarrollo Económico, Comercio y Empleo	-
Equality, Cooperation and Coexistence, and Festivals	1
Youth and Sports	2
Culture	1
Municipal Libraries Network	-
Bilbao Kirolak	-
Municipal Police	-
Basque Language and Education	-

LOCAL GOVERNMENT PLAN ACTIONS BY DEPARTMENTS



PROPOSALS BY DEPARTMENTS



GENERAL CONCLUSIONS

- The Plan focuses on a total of **154 Indicators, 191 actions of the Local Government's Plan, and 53 new actions.**
- The process for drawing up the Plan resulted in a total of **92 new actions**, of which **53 were chosen**. It would be convenient to bear in mind for future plans some actions that were dropped.
- The **physical environment** (Motor Vehicles & Transportation / Urban Development / Housing) has **56 indicators and 107 actions** –included in the Local Government's Plan– as well as **26 new actions**.
- The **social & health environment** (Services / Communication / Processing / Management) has **51 indicators and 31 actions**, already initiated by the Local Government's Plan, as well as **6 new actions**.
- The **participation environment** (Volunteerism and Employment / Networks and Social Assistance / Information, Communication, Participation / Leisure Activities & Training) has **47 indicators and 53 actions** –included in the Local Government's Plan– as well as **21 new ones**.
- **It is the physical environment the one, in a way, impacting more on this Plan.** It is normal because mobility and accessibility are two relevant areas when it comes to aging satisfactorily within an urban environment.
- Perhaps the most striking feature is the low number of new actions within the social & health environment (6 actions), but it should be taken into consideration that, on the one hand, Bilbao City Hall is not directly responsible for the health system because it is the responsibility of the Basque Government and Osakidetza, (Healthcare Service of the Basque Country); and on the other hand, the Department of Social Services is very important when it comes to developing secure, healthy, and participative aging, which are already included in the Local Government's Plan (31 actions).
- One of the milestones is the inclusion of the **indicators recommended by WHO** in this Plan, having the option to complete and adapt them to our local context because Bilbao luckily was chosen, along with other 13 cities in the world, to draw up the first Guide to Using Core Indicators for Measuring the Age-friendliness of Cities (WHO-KOBE).
- **The three environments are well balanced** regarding their number of indicators, although those ones related to the physical environment are a few more, **38%** regarding all the indicators proposed, **placing special emphasis on** those ones related to **Motor Vehicles & Transportation**.
- **32%** regarding the total number of indicators related to the social & health environment, giving special consideration to those ones helping us measure the quality and quantity of the **services available**.
- The indicators that help us measure the participation of older people amount to **30%** of the whole number of indicators, spotlighting the ones focusing on **information, communication, offer, and participation in leisure activities and training**.
- The municipal departments that include a greater number of indicators are **Social Action with 117 indicators** (including the citizen opinion survey), followed –at a considerable distance– by **Motor Vehicles & Transportation with 15 indicators and Works & Services with 6 indicators**.
- **One of the main weaknesses** we may find in this Second Plan B+60 is the few indicators included in the Participation environment by Citizen Services, Participation, and Districts, or even no indicator was provided by Culture, Education, Youth & Sports.

- Just to mention as a relevant piece of information, line **B.1. Services with 37 indicators. provided by the Department of Social Action, which is the one having more measuring data.**
- Regarding the **actions contained in the Local Government's Plan**, which are also included in this Second Plan B+60, it is very evident that some departments interpreted such age-friendly actions in a general way. It might be difficult for the citizens to discern between age-friendly actions and the ones which directly impact on older persons. It is worth mentioning this aspect as **a weak point of Plan B+60** since not all these 191 actions –proposed as “age-friendly” – really target older persons.
- The actions contained in the local Government's Plan, which are also included in Plan B+60, are closely related to the physical environment (107 actions), at a considerable distance from the 31 actions contained in the social & health environment and the 53 actions brought forward by the participation environment.
- Within the actions included in the Local Government's Plan, the ones related to the physical environment targeting strategic line A.2. Urban Development amount to nearly **62% of the entire physical environment, followed by line A1. Motor Vehicles & Transportation amounting to 33% of the whole physical environment.**
- Regarding the actions described in the Local Government's Plan (191 actions) it should be placed special emphasis on the ones related to the **Participation environment** amounting to 28% of the all actions versus **16%** of the ones included in the **social & health environment.**
- Within the actions pertaining to the Local Government's Plan, which are also included in the Second Plan B+60, once again the departments of **Motor Vehicles & Transportation, the Environment** (41 actions), **Social Action** (31 actions), and **Works & Services** (30 actions) are the most active ones.
- Of all the actions shown in the Plan, the new ones amount to **21.7%** of all of them (all in all, 244 actions).
- The aim is to highlight the current Local Government's Plan as a **strong point**, which is a plan with a high level of development regarding “age-friendliness” and the requirements requested by both WHO (Checklist of Essential Features of Age-Friendly Cities) and the expectations posed by older people. That fact is evidenced by the many requests made by other cities that are interested in our Plan as an example of good practice.
- We should also pay attention to some areas needing to be improved, and confirm that the **social & health environment** (just 15% of all actions) and **the participation one** (30.32%) are much less developed than the physical environment (54.5% of all actions).
- Of all the new actions, **49%** is included in the **physical environment**, closely followed by the **participation environment** amounting to almost **40%**, and further afield the 6 new actions included in the **social & health environment** in excess of **11%** of all the new actions.
- Once again the **Departments of Social Action** (21 actions), **Works & Services** (11 actions) and **Motor Vehicles, Transportation, and the Environment** (6 actions) are the ones leading the Plan, the former one is especially relevant.

2. PLAN II BILBAO AGE FRIENDLY CITY



The **Second Plan, Bilbao, Age-friendly City**, revolves around three axes of development: the **physical environment**, the **social & health environment**, and the **participation one**.

The **PHYSICAL environment** is structured in **3 areas** (Motor Vehicles & Transportation, Urban Development, and Housing) bringing together 16 lines of action containing the actions of the Local Government's Plan which are regarded as "age-friendly" proposed actions to be performed by the external agents related to this axis.

Likewise, the **SOCIAL & HEALTH environment** is also based on **3 areas** (Services, Communication, Processing & Participation, and Management) containing a total of **10 lines of action**.

And finally, the **PARTICIPATION environment**, having all in all 17 lines of action, is distributed in 5 areas (Volunteerism & Employment, Networks & Social Assistance, Economic Inclusion, Information & Communication & Participation, and Leisure Activities and Training).

PHYSICAL environment

A.1. MOTOR VEHICLES & TRANSPORTATION.

- A.1.1. Age-Friendly Public transportation system (accessible and affordable).
- A.1.2. Security and comfort when traveling.
- A.1.3. Stops and Stations.
- A.1.4. Parking Spaces.
- A.1.5. Taxis.
- A.1.6. Communication and Participation.

A.2. URBAN DEVELOPMENT.

- A.2.1. Secure Environment.
- A.2.2. Accessible urban areas and buildings.
- A.2.3. Open Spaces.
- A.2.4. Clean & Pleasant Environment.
- A.2.5. Age-Friendly shopping areas.
- A.2.6. Age-Friendly urban development plans.
- A.2.7. Participation & Communication.

A.3. HOUSING.

- A.3.1. Accessible Housing.
- A.3.2. Affordable & optional housing.
- A.3.3. Safe homes.

SOCIAL and HEALTH environment

B.1. SERVICES.

- B.1.1. Accessible and comfortable services.
- B.1.2. Healthcare Services.
- B.1.3. Municipal services and benefits.
- B.1.4. Functions and infrastructure of the Basic Social Services.
- B.1.5. Emergency Social Services.

B.2. COMMUNICATION, PROCESSING AND PARTICIPATION.

- B.2.1. Communication and Programs.
- B.2.2. Information and Processing.
- B.2.3. Citizen Participation.

B.3. MANAGEMENT.

- B.3.1. Collaborations and Covenants.
- B.3.2. Health Plans, and others.

PARTICIPATION environment

C.1. VOLUNTEERISM AND EMPLOYMENT.

- C.1.1. Volunteerism and Association Support.
- C.1.2. Better working conditions and more job & retirement opportunities.

C.2. NETWORKS AND SOCIAL SUPPORT.

- C.2.1. Family and Community Ties.
- C.2.2. Cross-generational interactions.
- C.2.3. Respect, recognition and social inclusion.

C.3. ECONOMIC INCLUSION.

- C.3.1. BASIC Economic Inclusion.
- C.3.2. Economic Inclusion for the development of leisure activities.
- C.3.3. Economic Inclusion for other purposes.

C.4. INFORMATION, COMMUNICATION & PARTICIPATION.

- C.4.1. Age-friendly format, design, and support.
- C.4.2. Information.
- C.4.3. Citizen Satisfaction.

C.5. LEISURE ACTIVITIES AND TRAINING.

- C.5.1. Socio-cultural Activities.
- C.5.2. Sport activities or physical exercise.
- C.5.3. Promoting participation and dealing with isolation.
- C.5.4. Education.
- C.5.5. Affordable and accessible activities.
- C.5.6. Spaces & Equipment.

WHAT SHALL WE FIND WITHIN SUCH AREAS?

- Older people's expectations.
- Indicators.
 - They will provide us with useful information regarding the content of all the lines of action collected within this area in order to have a reading as accurate as possible.
 - There are 37 indicators extracted from the Guide to using core indicators for measuring the Age-friendliness of Cities established by the World Health Organization. Such indicators will allow us to measure Bilbao's friendliness against other cities in the world.
- Lines of Action.

WHAT SHALL WE FIND WITHIN THE LINES OF ACTION?

- Actions included in the Local Government's Plan that are relevant to improve older people's quality of life.
- New proposed actions by the Work Commissions.
- Information on age-friendly actions which are currently being developed by the external agents who have taken part in the Work Commissions. This allows us to have a more open-minded view of the actions which are being developed in the city, which in turn, also allows us to find areas of opportunity among organizations.

A. PHYSICAL ENVIRONMENT



A. PHYSICAL ENVIRONMENT

The **physical environment**, explains to us how the **external spaces and public buildings** have an important impact on older people's mobility, independence, quality of life, and capacity to "aging at home".

Likewise, **transportation**, including the accessible public transportation in physical and economic terms, is a key factor for active aging. The freedom to move around the city will determine to a large extent their chances of taking part in social and civic events held in the community, as well as to use the healthcare services available.

Housing design, location, and affordability are also of paramount importance for the security and welfare of older people as they impact a lot on their independence, security, and physical & emotional health.

A.1 MOTOR VEHICLES & TRANSPORTATION.

- A.1.1 Age-friendly public transportation and vehicles (accessible and affordable).
- A.1.2 Security and Comfort when traveling.
- A.1.3 Stops & Stations.
- A.1.4 Parking Spaces.
- A.1.5 Taxis.
- A.1.6 Communication & Participation.

A.2 URBAN DEVELOPMENT.

- A.2.1 Secure Environment.
- A.2.2 Accessible urban areas and buildings.
- A.2.3 Open Spaces.
- A.2.4 Clean & Pleasant Environment.
- A.2.5 Age-Friendly shopping malls.
- A.2.6 Age-Friendly urban development plans.
- A.2.7 Participation & Communication.

A.3 HOUSING.

- A.3.1 Accessible Housing.
- A.3.2 Affordable & optional housing.
- A.3.3 Safe homes.





MOTOR VEHICLES & TRANSPORTATION

OLDER PEOPLE'S EXPECTATIONS WITHIN THIS AREA:

- Secure public transportation regarding delinquency (thefts, etc.).
- Safe public transportation by complying with **the highway code and the traffic regulations**.
- Public transportation should be less crowded.
- The **information on public transportation** should reach older people in a clear, accessible, and understandable way.
- Signs by means of simple drawings.
- Understandable and **well-vocalized messages** should be released through the loudspeakers with the right volume.
- Accessible public vehicles should be equipped with descending ramps, low steps, and comfortable seats.
- Drivers should be aware of the conditions of vulnerability of this social group of interest.
- There should be slow “age-friendly bus lines” giving enough time to get on and off, and the bus ramp should always be lowered, etc.
- Buses should run to the outlying neighborhoods more frequently.
- Bus shelters should be fully covered not to let the rain and the cold in.
- Public transportation stops should be placed next to the places and services used by older people.
- Public transportation stops and stations should be clean and well illuminated.
- Accessible stations should be equipped with ramps, escalators, elevators, rest-rooms, clear signs & notices, and well located.
- Taxis adapted to wheelchairs and walkers with special fares for older people on low income.

FRIENDLINESS INDICATORS

A.1.1. Age-friendly Public Transportation & Vehicles (accessible and affordable).

DEFINITION	FORMULA
<p>Nº 001</p> <p>ACCESSIBLE PUBLIC TRANSPORTATION VEHICLES</p> <p>WHO / CURRENTLY USED: % of public transportation vehicles with seats reserved for people with disabilities.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Mobility & Sustainability. Biscay County Hall Department of Public Works & Transportation. Basque Government Department of Transportation & Public Works. <p>UNIT: All public transportation vehicles (buses, subway, trams, and trains) with seats reserved for older people or people with disabilities.</p> <p>REFERENCE VALUE: All public transportation vehicles (buses, subway, tram, and trains).</p>
<p>Nº 002</p> <p>ACCESSIBLE PUBLIC TRANSPORTATION VEHICLES</p> <p>WHO / CURRENTLY USED: % of older people who state that public transportation vehicles (e.g. trains, automobiles, buses) are physically accessible to all people, including people with mobility, hearing, and visual impairments.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: Number of older people who state that public transportation vehicles (e.g. trains, automobiles, buses) are physically accessible to all people, including people with mobility, hearing, and visual impairments.</p> <p>REFERENCE VALUE: Representative sample of older adults aged 60 and over living in Bilbao (Number of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>
<p>Nº 003</p> <p>ACCESSIBLE TICKET MACHINES</p> <p>% of people aged 60 and over who state that the automated vending machines are age-friendly.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over stating that the automated vending machines used by the public transportation are age-friendly.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>
<p>Nº 004</p> <p>AFFORDABLE PUBLIC TRANSPORTATION TICKETS</p> <p>Discount (%) applied to the public transportation tickets (Gizatrans) for people aged 65 and over using the public transportation (by using the Gizatrans ticket this group of interest can travel by Subway, Tram, Buses, FEVE Trains, Funicular).</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Mobility & Sustainability. Biscay County Hall Department of Public Works & Transportation. Basque Government Department of Transportation & Public Works. <p>UNIT: Special public transportation ticket fares for people aged 65 and over.</p> <p>REFERENCE VALUE: Standard fares.</p> <p>VARIABLE EQUITY: Type of transportation.</p>

A.1.1. Age-friendly Public Transportation & Vehicles (accessible and affordable).

DEFINITION	FORMULA
<p>Nº 005</p> <p>AFFORDABLE PUBLIC TRANSPORTATION</p> <p>% of people aged 65 and over who state that the public transportation is affordable.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 65 and over who state that the public transportation is affordable.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Gender.</p>
<p>Nº 006</p> <p>FREQUENCY OF PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who state that the frequency of the public transportation is optimal.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who state that the frequency of the public transportation is optimal.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: District and Neighborhood.</p>

A.1.2. Security and Comfort When Traveling.

DEFINITION	FORMULA
<p>Nº 007</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>WHO: % of streets with pedestrian paths in neighborhoods meeting the locally accepted criteria.</p> <p>CURRENTLY USED: % of sidewalks ramped down for people who use wheelchairs and other mobility aids and/or assistive devices.</p>	<p>SOURCE: Bilbao City Hall Department of Works, Urban Regeneration, and Public Spaces.</p> <p>UNIT: Number of sidewalks ramped down in the city.</p> <p>REFERENCE VALUE: Total of crossings.</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 008</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>WHO: % of older people who state that their neighborhood is adapted to older people and people using wheelchairs, mobility aids, and other assertive devices.</p> <p>CURRENTLY USED: % of older people who state that the streets in their neighborhood are adapted to pedestrians and people using wheelchairs, mobility aids, and other assertive devices.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who state the streets in their neighborhood are adapted to pedestrians and people using wheelchairs, mobility aids, and other assertive devices.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Neighborhood. • Disability.

A.1.2. Security and Comfort When Traveling.

DEFINITION	FORMULA
<p>Nº 009</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>% of intersections and crossings equipped with traffic lights in the city.</p>	<p>SOURCE: Bilbao City Hall Department of Mobility and Sustainability.</p> <p>UNIT: Number of intersections and crossings equipped with traffic lights in the city.</p> <p>REFERENCE VALUE: Number of crossings.</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 010</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>% of intersections and crossings equipped with acoustic traffic lights for the blind in the city.</p>	<p>SOURCE: Bilbao City Hall Department of Mobility and Sustainability.</p> <p>UNIT: Number of intersections and crossings equipped with acoustic traffic lights for the blind in the city.</p> <p>REFERENCE VALUE: Number of crossings.</p> <p>VARIABLE DE EQUIDAD: Neighborhood.</p>
<p>Nº 011</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>Proporción de cruces y pasos de peatones semaforizados descontadores en la ciudad.</p>	<p>SOURCE: Bilbao City Hall Department of Mobility and Sustainability.</p> <p>UNIT: Number of intersections and crossings equipped with countdown timer traffic lights in the city.</p> <p>REFERENCE VALUE: Number of crossings.</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 012</p> <p>SATISFACTION WITH PEDESTRIANIZED AREAS IN NEIGHBORHOODS</p> <p>% of accidents suffered by older people at crossings versus all the car-related accidents suffered by pedestrians at intersections.</p>	<p>SOURCE: Bilbao City Hall Department of Mobility and Sustainability.</p> <p>UNIT: % of accidents suffered by older people at crossings</p> <p>REFERENCE VALUE: % of car-related accidents suffered by pedestrians.</p> <p>VARIABLE EQUITY: Age.</p>
<p>Nº 013</p> <p>SAFETY AT INTERSECTIONS</p> <p>% of people aged 60 and over who feel safe at crossings.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who feel safe at crossings.</p> <p>REFERENCE VALUE: Representative sample of the people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Disability.

A.1.2. Security and Comfort When Traveling.

DEFINITION	FORMULA
<p>Nº 014</p> <p>SAFETY AT INTERSECTIONS</p> <p>% of older people aged 60 and over who think the time they have to cross the street is optimal to do it safely.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who think the time they have to cross the street is optimal to do it safely.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Disability.
<p>Nº 015</p> <p>SECURE PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who think the public transportation is secured.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think the public transportation is secured.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Disability.
<p>Nº 016</p> <p>AGE-FRIENDLY PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who think the public transportation staff are aware of the specific needs of this group of interest.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think the public transportation staff aware of the specific needs of this group of interest.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p>

A.1.3. Stops & Stations.

DEFINITION	FORMULA
<p>Nº 017</p> <p>ACCESSIBLE PUBLIC TRANSPORTATION STOPS</p> <p>WHO / CURRENTLY USED: % of homes located at a walking distance (545 yards) from a public transportation stop/station.</p>	<p>SOURCE: Study of the Urban Sustainability Indicators. Bilbao City Hall Department of Mobility & Sustainability.</p> <p>UNIT: % of homes located at a walking distance (545 yards) from a public transportation stop/station.</p> <p>REFERENCE VALUE: % of homes.</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 018</p> <p>ACCESSIBLE PUBLIC TRANSPORTATION STOPS</p> <p>WHO: % of older people who think public transportation stops are too far from their homes.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who think public transportation stops are too far from their homes.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Neighborhood. • Disability.
<p>Nº 019</p> <p>AGE-FRIENDLY PUBLIC TRANSPORTATION STOPS</p> <p>% of public transportation stops complying with at least two of the following requirements:</p> <ul style="list-style-type: none"> • Age-friendly bus shelters. • Dock leveler platform. • Information boards. 	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Mobility & Sustainability. • Biscay County Hall Department of Public Works & Transportation. • Basque Government Department of Transportation & Public Works. <p>UNIT: Number of public transportation stops meeting fewer than two of the above requirements.</p> <p>REFERENCE VALUE: Total of public transportation stops.</p>
<p>Nº 020</p> <p>AGE-FRIENDLY PUBLIC TRANSPORTATION STOPS</p> <p>% of age-friendly bus shelters, being regarded as age-friendly those ones meeting at least two of the following requirements:</p> <ul style="list-style-type: none"> • Accessible seats. • Protected against the rain, the cold. • Warning signal for special needs. 	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Mobility & Sustainability. • Biscay County Hall Department of Public Works & Transportation. • Basque Government Department of Transportation & Public Works. <p>UNIT: Number of age-friendly shelters meeting at least two of the above requirements.</p> <p>REFERENCE VALUE: Number of bus shelters.</p>

A.1.3. Stops & Stations.

DEFINITION	FORMULA
<p>Nº 021</p> <p>AGE-FRIENDLY PUBLIC TRANSPORTATION STOPS</p> <p>% of people aged 60 and over who think public transportation stops/stations are age-friendly.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think public transportation stops/stations are age-friendly.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>

A.1.4. Parking Spaces.

DEFINITION	FORMULA
<p>Nº 022</p> <p>ACCESSIBLE PARKING SPACES</p> <p>WHO: % of older people and/or disabled drivers who have been granted disability parking permits and think that such reserved parking spaces for people with disabilities are appropriate and available.</p> <p>CURRENTLY USED: % of older people or disabled drivers who have been granted disability badges, hangtags, placards or permits.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people or disabled drivers who have been granted such disability parking permits.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Age.</p>
<p>Nº 023</p> <p>ACCESSIBLE PARKING SPACES</p> <p>% of older people aged 60 and over granted disability hangtags who think there are enough reserved parking spaces for people with disabilities.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who have been granted disability parking permits and think there are enough reserved parking spaces for people with disabilities.</p> <p>REFERENCE VALUE: % of people interviewed who have been granted such disability hangtags.</p>
<p>Nº 024</p> <p>ACCESSIBLE PARKING SPACES</p> <p>% of users aged 60 and over who have been granted disability hangtags and think the distribution of such parking spaces is correct.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of users aged 60 and over who have been granted the disability hangtags and think the distribution of such parking spaces is correct.</p> <p>REFERENCE VALUE: % of people interviewed have been granted such disabled badges.</p>

A.1.4. Parking Spaces.

DEFINITION	FORMULA
<p>Nº 025</p> <p>PARKING SPACES IN CLOSE PROXIMITY TO HOMES</p> <p>% people aged 60 and over who state they can park their vehicles within 50 yards from their homes.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % people aged 60 and over who state they can park their vehicles within 50 yards from their homes.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>

A.1.5. Taxis.

DEFINITION	FORMULA
<p>Nº 026</p> <p>ACCESSIBLE PUBLIC TRANSPORTATION VEHICLES</p> <p>% of taxis adapted for people with limited mobility, using wheelchairs, and other mobility aids.</p>	<p>SOURCE: Bilbao City Hall Department of Mobility and Sustainability.</p> <p>UNIT: Number of taxis adapted for people with limited mobility, wheelchairs and other mobility aid.</p> <p>REFERENCE VALUE: Number of taxis.</p>

A.1.6. Communication & Participation.

DEFINITION	FORMULA
<p>Nº 027</p> <p>USE OF PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who use the different modes of public transportation as their first option to move around the city.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who use the different modes of public transportation as their first option to move around the city.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>

A.1.6. Communication & Participation.

DEFINITION	FORMULA
<p>Nº 028</p> <p>PUBLIC TRANSPORTATION-RELATED COMMUNICATION</p> <p>% of public transportation stops designed in an age-friendly way and equipped with traffic information boards showing traffic details and the waiting time.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Mobility & Sustainability. Biscay County Hall Department of Public Works & Transportation. Basque Government Department of Transportation & Public Works. <p>UNIT: Number of public transportation stops designed in an age-friendly way and equipped with information boards showing traffic details and the waiting time.</p> <p>REFERENCE VALUE: Number of public transportation stops equipped with information boards showing traffic details and the waiting time.</p>
<p>Nº 029</p> <p>CITIZEN PARTICIPATION IN MOBILITY PLANS</p> <p>% of people aged 60 and over who take part in the design of Mobility Plans.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Mobility & Sustainability. Biscay County Hall Department of Public Works & Transportation. Basque Government Department of Transportation & Public Works. <p>UNIT: % of people aged 60 and over who take part in the design of Mobility Plans.</p> <p>REFERENCE VALUE: Number of participants who took part in Mobility Plans.</p> <p>VARIABLE EQUITY: Disability.</p>



A.1.1. AGE-FRIENDLY PUBLIC TRANSPORTATION AND VEHICLES (ACCESSIBLE AND AFFORDABLE)

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
6010207	Analysis of options in collaboration with ETS and decision on the tram layout.	Motor Vehicles, Transportation, and Environment
6010209	Bilbobus service for the Zorrotzaurre district.	Motor Vehicles, Transportation, and Environment
6010603	Analysis of the city's public transportation due to the opening of Subway Line 3.	Motor Vehicles, Transportation, and Environment
7010101	Bilbobus Service Management.	Motor Vehicles, Transportation, and Environment
7010103	Continuous renewal of Bilbobus' fleet and technology.	Motor Vehicles, Transportation, and Environment
7010104	Technological development of Bilbobus network.	Motor Vehicles, Transportation, and Environment
7010501	Promote an inter-institutional forum to discuss possible lines to improve public transportation – A single mobility authority in Biscay.	Motor Vehicles, Transportation, and Environment
7010509	Collaborate with Bizkaibus in the rationalization of the bus route and the use of information systems.	Motor Vehicles, Transportation, and Environment
7010502	Promote the integration of the public transportation fares in collaboration with Bilbao Transportation Trust, henceforth be referred to as CTB.	Motor Vehicles, Transportation, and Environment
7010504	Collaborate with the Basque Government in the development of Bilbao's tram network.	Motor Vehicles, Transportation, and Environment
7010503	Work on the new access to San Mames Subway station in collaboration with ETS and CTB.	Motor Vehicles, Transportation, and Environment
10030601	News means of payment: Mobile payment (mobile money, mobile money transfer, and mobile wallet).	Motor Vehicles, Transportation, and Environment



NEW ACTIONS PROPOSED

ACTION: 001

Design a clamping mechanism to board buses.

OBJECTIVE:

Make buses more accessible for older people and people with disabilities.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Mobility and Sustainability.

MILESTONES:

If possible, include it in the design.

ACTION: 002

Course on awareness for public transportation drivers.

OBJECTIVE:

Make public transportation drivers aware of the vulnerability of older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Mobility and Sustainability.

ACTION: 003

Include people aged 60 and over in the Inter-institutional forum to discuss possible lines of action to improve public transportation.

OBJECTIVE:

Promote older people's participation to discuss possible lines of action to improve public transportation.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Mobility and Sustainability..

MILESTONES:

Participate in the Sustainable Urban Mobility Plan, henceforth be referred to as PMUS.



ACTIONS BY EXTERNAL AGENTS

BISCAY TRANSPORTATION TRUST (CTB)

I would first like to say that one of our main tasks is the co-ordination of public transportation. Our agreements are adopted by consensus as we are only responsible for Metro Bilbao, as it is a company fully owned by CTB. Nevertheless, we shall try to provide information on all transportation operators, logically, we shall be focusing more on MB.

Accessible System: Our public transportation system has already implemented a lot of measures to improve its access ways. In particular, it must be said that all the stations of Metro Bilbao are fully accessible (elevators, escalators, etc.) and for the rest of modes of transportation such as buses mechanical ramps, hydraulic suspension systems minimizing the difference in level, etc., have already been installed. Regarding comfort, we can state that the gradual acquisition of newly built buses brings higher comfort to the user, although we must take into account that in order to improve the accessibility of vehicles for people with disabilities seats must be reduced.

Worth mentioning that Metro Line 3 is due to be opened by the beginning of 2017. This milestone, without doubt, will help a lot of people who live in the upper outlying neighborhoods move around easily as these urban barriers will be removed through a fully accessible, quality public transportation system.

Higher Frequency: the subway frequency is high. With regard to buses, we must say that some concrete lines have increased the number of bus services. However, we must state the frequency of buses depend a lot on the demand thereof.



A.1.2. SECURITY AND COMFORT WHEN TRAVELING.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
6010208	Study on traffic changes.	Motor Vehicles, Transportation, and Environment
6010503	Once the Project has been agreed upon by the competent Administration, a study will be implemented on the drawbacks the Abando intermodal hub may experience regarding mobility.	Motor Vehicles, Transportation, and Environment
7010203	Safe mobility and traffic calming.	Motor Vehicles, Transportation, and Environment
7011002	Urban ITS management.	Motor Vehicles, Transportation, and Environment
7010602	Adapt traffic flows due to the twinning of the Santo Domingo road.	Motor Vehicles, Transportation, and Environment
7010601	Joint management of road accesses to improve the traffic in Bilbao.	Motor Vehicles, Transportation, and Environment
5010202	Promote self-protection at schools regarding mobility, road safety, abusive consumption, etc.	Motor Vehicles, Transportation, and Environment
7010207	Traffic management and regulation.	Motor Vehicles, Transportation, and Environment
6011201	Implement improvements regarding mobility within Casco Viejo (the old town).	Motor Vehicles, Transportation, and Environment

ACTIONS BY EXTERNAL AGENTS

BISCAY TRANSPORTATION TRUST (CTB)

I would first like to say that one of our main tasks is the co-ordination of the public transportation. Our agreements are adopted by consensus as we are only responsible for Metro Bilbao, as it is a company fully owned by CTB. Nevertheless, we shall try to provide information on all transportation operators, as it is logical we shall be focusing more on MB.

Security: Bilbao boasts of having one of the most secured public transportation system. The road transportation is supported by a higher number of police officers (the local police, Ertzaintza) that are in charge of this job. As for Metro Bilbao, the tram, Euskotren and RENFE, these public companies hire private security for the surveillance of their stations and trains.

Vulnerable older people: In this very respect, the competent transportation Administrations develop active training policies for their own staff, therefore such staff are aware of the difficulties some people belonging to this group of interest and other minority groups must face day after day.



A.1.3. STOPS & STATIONS.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
7010108	Bus shelters and other stop elements.	Motor Vehicles, Transportation, and Environment
6010601	Replanning public spaces outside Line 3 stations and new mechanical elements (ETS).	Works and Services

NEW ACTIONS PROPOSED

ACTION: 004

Bus shelters will be equipped with a luminous device to let the driver know he has to lower the access ramp. (People needing this assistive device will just push the call button for the bus they want to take. Thus, the driver will operate this device whenever the luminous signal is on).

OBJECTIVE:

Warn public transportation drivers such access devices are required.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Mobility and Sustainability.

MILESTONES:

To be assessed in the future within the continuous improvement plan.

ACTION: 005

Sidewalks widening.

OBJECTIVE:

Improve access to urban buses by people with limited mobility.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Mobility & Sustainability.



A.1.4. PARKING SPACES.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
7010903	Optimize the occupation of parking spaces for residents.	Motor Vehicles, Transportation, and Environment
7010801	Design a new parking strategy in the City of Bilbao.	Motor Vehicles, Transportation, and Environment





A.1.5. TAXIS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
7010701	Manage the taxi activity in Bilbao.	Motor Vehicles, Transportation, and Environment
7010702	Promote the Lagun taxi system (age-friendly taxi) in Bilbao.	Motor Vehicles, Transportation, and Environment
7010703	Support new types of alternative fuels: gas, electric-powered,... (taxi).	Motor Vehicles, Transportation, and Environment



A.1.6. COMMUNICATION & PARTICIPATION.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
7010507	Co-operate in order to obtain real-time information related to the tram and traffic entering Bilbao).	Motor Vehicles, Transportation, and Environment
7010106	Show in real time the public-transportation-related information on buildings used by large numbers of people.	Motor Vehicles, Transportation, and Environment
7010107	Foster the use of Bilbobus amongst these groups of interest.	Motor Vehicles, Transportation, and Environment
7010201	Develop PMUS.	Motor Vehicles, Transportation, and Environment
7010401	Awareness campaign.	Motor Vehicles, Transportation, and Environment
10030602	New ways of interaction with citizens.	Motor Vehicles, Transportation, and Environment
7010105	Develop a comprehensive mobility application to interact with the user thereof.	Motor Vehicles, Transportation, and Environment

NEW ACTIONS PROPOSED

<p>ACTION: 006</p> <p>New ways of interacting with citizens aged 60 and over.</p>	<p>OBJECTIVE: Promote the interaction with older people regarding traffic and transportation.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Mobility & Sustainability.</p> <p>MILESTONES: PMUS</p>
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ACTIONS BY EXTERNAL AGENTS

BISCAY TRANSPORTATION TRUST

I would first like to say that one of our main tasks is the coordination of the public transportation. Our agreements are adopted by consensus, as we are only responsible for Metro Bilbao, as it is a company fully owned by CTB. Nevertheless, we shall try to provide information on all transportation operators, as it is logical we shall be focusing more on MB.

Public-transportation-related Information: The majority of transportation operators have information boards to inform the public about their timetables and lines. Furthermore, all the operators have high-quality websites informing on everything is happening on a real-time basis, but, maybe, we should focus a little bit more on improving active citizenship. It is crystal clear there is room for it.

Clear and accurate audio messages: Therefore, Metro Bilbao is currently improving the communication networks of all its stations.



URBAN DEVELOPMENT

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- A clean city.
- Regulations limiting the noise level (works, bars,...etc.)
- Regulations limiting harmful odors.
- Better civic manners (collection of dog excrements).
- Dumpsters should be easy to handle and safe (not very heavy).
- **Secured and well-maintained green areas.**
- Secured and well-marked rest-rooms in parks.
- Well-maintained benches.
- **Sidewalks must be well-maintained, flat, leveled, sufficiently wide, and ramped down for wheelchairs users and other assistive devices.**
- Non-slip floor tiles.
- There should be a wider offer of resources to access the upper areas of the city: elevators, escalators, mechanical ramps. These mechanical devices ought to be repaired in due time.
- Good lighting.

FRIENDLINESS INDICATORS

A.2.1. Secure Environment.

DEFINITION	FORMULA
<p>Nº 030</p> <p>SECURE STREETS</p> <p>% of people aged 60 and over reporting thefts, assaults, batteries, mugging or delinquency problems.</p>	<p>SOURCE: Bilbao City Hall Department of Homeland Security.</p> <p>UNIT: % of people aged 60 and over reporting thefts, assaults, batteries, mugging or delinquency problems.</p> <p>REFERENCE VALUE: % people reporting thefts, assaults, batteries, mugging or delinquency problems.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Neighborhood.
<p>Nº 031</p> <p>OPINION ON SECURITY</p> <p>% of people aged 60 and over who state Bilbao is a secure city.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: Questionnaire drafted by Bilbao City Hall Department of Social Action.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Disability. • Gender. • Age. • Neighborhood.

A.2.2. Accessible Urban Environment and Buildings.

DEFINITION	FORMULA
<p>Nº 032</p> <p>ACCESSIBLE PUBLIC AREAS AND BUILDINGS</p> <p>WHO: % of new and existing public areas and buildings are fully accessible by wheelchairs users.</p> <p>CURRENTLY USED: % of new public areas are fully accessible by wheelchairs users since 2010.</p>	<p>SOURCE: Eustat (Basque Statistical Institute)</p> <p>UNIT: : % of new public areas are fully accessible by wheelchairs users since 2010.</p> <p>REFERENCE VALUE: % of new public buildings since 2010.</p>
<p>Nº 033</p> <p>ACCESSIBLE PUBLIC AREAS AND BUILDINGS</p> <p>WHO / CURRENTLY USED: % of older people who state public areas and buildings within their communities are accessible by everybody, including people with physical, visual, and hearing impairments.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who state public areas and buildings within their communities are accessible by everybody, including people with physical, visual, and hearing impairments.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>

A.2.2. Accessible Urban Environment and Buildings.

DEFINITION	FORMULA
<p>Nº 034</p> <p>STREET RESTROWHO</p> <p>% of people aged 60 and over who think there are enough restrooms in recreational areas.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think there are enough restrooms in recreational areas.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 035</p> <p>STREET RESTROOMS</p> <p>% of people aged 60 and over who think RESTROOMS are well distributed.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think RESTROOMS are well distributed within recreational areas.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 036</p> <p>STREET RESTROOMS</p> <p>% of people aged 60 and over who think RESTROOMS within recreational areas are accessible, secure, comfortable,...etc.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think RESTROOMS within recreational areas are accessible, secure, comfortable,...etc.</p> <p>REFERENCE VALUE: aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>

A.2.3. Open Spaces.

DEFINITION	FORMULA
<p>Nº 037</p> <p>GREEN AND LEISURE AREAS</p> <p>% of people aged 60 and over who think green and leisure areas in the city are appropriate for recreational and leisure activities.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think green and leisure areas in the city are appropriate for recreational and leisure activities.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Disability.</p>
<p>Nº 038</p> <p>GREEN AND LEISURE AREAS</p> <p>% of people aged 60 and over who think benches facilitate socialization.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think benches facilitate socialization.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>

A.2.4. Clean & Pleasant Environment.

DEFINITION	FORMULA
<p>Nº 039</p> <p>CLEAN ENVIRONMENT</p> <p>% of people aged 60 and over who think Bilbao is a clean city.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think Bilbao is a clean city.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood .</p>
<p>Nº 040</p> <p>NOISE LEVEL</p> <p>% of people aged 60 and over who think Bilbao is a city with an acceptable noise level.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who think Bilbao is a city with an acceptable noise level.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood .</p>

A.2.5. Age-friendly Shopping Areas.

DEFINITION	FORMULA
<p>Nº 041</p> <p>AGE-FRIENDLY LOCAL COMMERCE</p> <p>% of people aged 60 and over who state there are enough shops and stores in the vicinity covering the specific needs of this group of interest.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNT: % of people aged 60 and over who there are enough shops and stores in the vicinity covering the specific needs of this group of interest.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood .</p>
<p>Nº 042</p> <p>AGE-FRIENDLY LOCAL COMMERCE</p> <p>% of shops and stores that have taken part in the “Age-friendly Establishment” workshops organized by the Basque Government versus all the stores in Bilbao.</p>	<p>SOURCE: BilbaoDendak.</p> <p>UNIT: % of shops and stores that have taken part in the “Age-friendly Establishment” workshops organized by the Basque Government.</p> <p>REFERENCE VALUE: All shops and stores.</p>

A.2.7. Participation & Communication.

DEFINITION	FORMULA
<p>Nº 043</p> <p>CITIZEN PARTICIPATION IN THE URBAN DEVELOPMENT PLANS</p> <p>% of new urban plans in which the participation of people aged 60 and over is promoted.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Urban Planning. Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas. <p>UNIT: % of new urban plans in which the participation of people aged 60 and over is promoted.</p> <p>REFERENCE VALUE: Total number of new urban plans.</p>
<p>Nº 044</p> <p>CITIZEN PARTICIPATION IN THE URBAN DEVELOPMENT PLANS</p> <p>% of people aged 60 and over who think to be represented in the urban planning decision-making process.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think they are represented in the urban planning decision-making process.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 045</p> <p>CITIZEN PARTICIPATION IN THE URBAN DEVELOPMENT PLANS</p> <p>% of older people who claim to know some channels of participation so that citizens may take part in the city's Urban Plans.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of old people who think they are represented in the urban planning decision-making process.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>



A.2.1. SECURE ENVIRONMENT

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
5020202	Safety inspections on constructions and public roads & streets.	Citizen Security
5010106	Involvement in the security and safety of the city, in collaboration with other affected agents: mobility, Infrastructures, lighting, from a multidisciplinary perspective.	Citizen Security
5010402	Continue with the acquisition of mobile offices within the central & busy spaces in the city.	Citizen Security
2080111	Promote the rehabilitation and housekeeping of buildings for safety purposes within protected areas.	Surbisa
5010102	Foster the new neighborhood-orientated policing through a new management system, taking into account the priorities of each neighborhood.	Citizen Security
5010103	Promote the new neighborhood-orientated policing by developing the Visibility Plan and/or by carrying out such inspections within such neighborhoods.	Citizen Security
5020101	New Municipal Emergency Plan.	Citizen Security
5010801	Proceed with the design of a model aimed at promoting citizen participation regarding security.	Citizen Security
5010701	Develop special safety mechanisms within concrete leisure areas and/or when celebrating events (festivals, mass gatherings, important events for the city....).	Citizen Security

NEW ACTIONS PROPOSED

ACTION: 007

Information campaign on the Municipal Emergency Plan targeting older people.

OBJECTIVE:

Inform older people about the Municipal Emergency Plan.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Public Safety.

MILESTONES:

- Have a tool to develop such a Plan (31/12/2016)
- Implementation of the Plan (First Quarter 2017)
- Commencement date for the dissemination of the Plan (Fourth Quarter 2017)



ACTION: 008

More practical street lamp design (shorter ones that light towards the floor).

OBJECTIVE:

Improve security within open spaces.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas.

MILESTONES:

Continuous improvement.





A.2.2. ACCESSIBLE URBAN AREAS AND BUILDINGS.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
7020102	Maintenance of elevators.	Motor Vehicles, Transportation, and Environment
7020101	Artxanda Funicular Management.	Motor Vehicles, Transportation, and Environment
6010202	Urban Development Project.	Works and Services
7020201	Installation of elevators.	Works and Services
2080109	SURBISA decentralized office to foster and support the installation of elevators in Otxarkoaga.	Surbisa
2080113	Improve the accessibility and installation of elevators in buildings within protected areas.	Surbisa
5020205	Study on accesses and problematic areas.	Citizen Security
7020202	Provide land to build mechanical elements to facilitate access.	Planificación Urbana

NEW ACTIONS PROPOSED

ACTION: 009

Mechanical elements to facilitate access to the sports facilities situated in the upper area of Santutxu (Basarrate).

OBJECTIVE:

Improve access to the upper areas of the city.

RESPONSIBLE DEPARTMENT:

- Bilbao City Hall Department of Works, Services, Urban Rehabilitation and Public Areas.
- Bilbao City Hall Department of Motor Vehicles & Transportation.

MILESTONES:

2017



ACTION: 010

Check the number of RESTROOMS.

OBJECTIVE:

Facilitate older people access to public RESTROOMS.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas.

MILESTONES:

2017

ACTION: 011

Make the existing ones more active and visible (possible map).

OBJECTIVE:

Facilitate older people access to public RESTROOMS.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas.

MILESTONES:

2017: Forward the RESTROOM location drawing.

2018 - 2019: Study the possible publication of leaflets/brochures.

ACTION: 012

Minimize the concerns people have about using such RESTROOMS.

OBJECTIVE:

Facilitate older people access to public RESTROOMS.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation and Public Areas.

MILESTONES:

Continuous improvement.



ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Accessible CMB facilities. Every single space within the CMB building (office, assembly halls, event halls, etc.) are architectural-barrier free because such a building has been designed taking into account older people and people with limited mobility.





A.2.3. OPEN SPACES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
6020403	Urban orchards.	Motor Vehicles, Transportation, and Environment
6020104	Plan, Program and Organize activities within the Green Ring Zone.	Works and Services
6020103	Maintain and improve the existing routes and the new ones.	Works and Services
6020202	Revitalization Plan for parks.	Works and Services
6020203	Execute the actions identified to improve Amezola Park.	Works and Services
8010103	Recreational area on the banks of the Cadagua River.	Works and Services
6010401	Plan activities along the River Nervion.	Works and Services

NEW ACTIONS PROPOSED

ACTION: 013

Increase the number of elements to practice sports and recreational activities.

OBJECTIVE:

Revitalize the River Nervion and the green and recreational areas by developing leisure activities aimed at older people.

RESPONSIBLE DEPARTMENT:

Revitalize the River Nervion and the green and recreational areas by developing leisure activities aimed at older people.

MILESTONES:

Co-ordinate in collaboration with the Department of Social Action the meetings held with Older People's Associations in order to analyze possible locations.



ACTION: 014

Install game elements such as chess & checkers tables, the Frog Game, and other popular games.

OBJECTIVE:

Revitalize green and recreational spaces by promoting leisure activities aimed at older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas.

MILESTONES:

Co-ordinate in collaboration with the Department of Social Action the meetings held with Older People's Associations in order to analyze possible locations.

ACTION: 015

Redistributing and installing more street benches.

OBJECTIVE:

Improve comfort within outdoor spaces.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Areas.

MILESTONES:

Continuous improvement.

ACTION: 016

Analysis of the location of outdoor benches to favor socialization.

OBJECTIVE:

Promote outdoor socialization among citizens.

RESPONSIBLE DEPARTMENT

Bilbao City Hall Department of Works, Services, Urban Rehabilitation and Public Areas.

MILESTONES:

Co-ordinate in collaboration with the Department of Social Action the meetings held with Older People's Associations in order to analyze possible locations.

**ACTION: 017**

Summer Outdoor Movies.

OBJECTIVE:

Carry out an inter-generational activity by taking the movies out to the street throughout the districts in Bilbao.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Culture.

ACTION: 018

Physical activities

- Graduation Party included in the "Healthy Aging" program.
- Walkers Network.

OBJECTIVE:

Revitalize the River Nervion settings by developing leisure activities among older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Health and Consumer Affairs.

MILESTONES:

An analysis of the urban routes for walkers have been carried out within the city of Bilbao, taking into account people older than 60 because such a group of interest is the one most using such areas. After carrying out such a study such routes were rated by levels of difficulty. Therefore, most of those routes are rated as low and medium difficult ones.

ACTION: 019

EBilbao Kirolak performs outdoor activities: Tai Chí, dances...

OBJECTIVE:

Revitalize the settings along the River Nervion by promoting leisure activities aimed at older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Youth Affairs and Sports.



A.2.4. CLEAN & PLEASANT ENVIRONMENT

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
6020401	Local Agenda 21.	Motor Vehicles, Transportation, and Environment
6020501	Implementation of the strategy to minimize the acoustic pollution in Bilbao.	Motor Vehicles, Transportation, and Environment
6020502	Control and Follow-up of emissions into the atmosphere.	Motor Vehicles, Transportation, and Environment
6020504	Control and Follow-up of the electromagnetic emissions.	Motor Vehicles, Transportation, and Environment
7010102	Assess the impact of the new buses added to the Bilbobus fleet on the environment seeking a less polluting environmental solution.	Motor Vehicles, Transportation, and Environment
7010202	Mobility and Environmental Regulations.	Motor Vehicles, Transportation, and Environment
6030201	Educational and awareness campaigns to promote waste reduction and recycling.	Works and Services
6030301	Social educational and awareness campaigns.	Works and Services
2080114	Foster energy efficiency measures for the rehabilitation of buildings within protected areas.	Surbisa
2090903	Keep satisfactory healthy and hygienic conditions of public areas and of the non-food establishments.	Health and Consumer Affairs

NEW ACTIONS PROPOSED

ACTION: 020

Educational and awareness campaigns aimed at older people to promote waste reduction and recycling.

OBJECTIVE:

Make people conscious of waste reduction and recycling.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Services, Urban Rehabilitation & Public Spaces.



ACTION: 021

Awareness campaigns aimed at older people.

OBJECTIVE:

Make older people conscious of waste reduction and recycling.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Works, Urban Rehabilitation & Public Spaces.

ACTIONS BY EXTERNAL AGENTS

CTB

Noise Level: Both Metro Bilbao and the Tram are transportation modes whose acoustic impact is much lower than road transportation. Road transportation acoustic impact is being minimized by modernizing the bus fleet and carrying out some piloting schemes with electric buses, although such technology must evolve further in order to provide a much better service.



A.2.5. AGE-FRIENDLY SHOPPING MALLS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
5010602	Develop special security devices within shopping areas.	Citizen Security
5010601	Foster self-protection among service establishments in Bilbao.	Citizen Security

ACTIONS BY EXTERNAL AGENTS

THE BASQUE GOVERNMENT

Promote the opening of "Age-friendly-Establishments" and the publication of Guides, in other words, services, businesses and companies adapted to meet older people's needs.

ES: <http://www.euskadilagunkoia.net/images/guia-formacion-establecimientoES4.pdf>

EU: <http://www.euskadilagunkoia.net/images/Establezimenduen-formazio-gidaEU.pdf>



A.2.6. AGE-FRIENDLY URBAN DEVELOPMENT PLANS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
6010802	FEVE railroad rezoning and development program between Sabino Arana and Gordoniz Bridge.	Works and Services
6010901	Rezoning of Sabino Arana.	Works and Services
6020102	Artxanda comprehensive plan.	Works and Services
7020103	Special plans for the Upper Neighborhoods.	Works and Services
8010104	Ecoboulevard in Txurdinaga.	Works and Services
8020207	Rezoning of the surrounding area of Zorroza Old Age Home.	Works and Services
8020208	Improve Virgen del Pinar.	Works and Services
8020210	Other development actions for the rehabilitation and revitalization of neighborhoods.	Works and Services
5010107	Areas needing improvement within public spaces.	Works and Services
8020211	Special plan for the Rehabilitation of buildings, homes, and establishments located in Casco Viejo and Atxuri.	Surbisa
8020212	Special plan for the Rehabilitation of buildings, homes, and establishments located in Bilbao La Vieja, San Francisco and Zabala.	Surbisa
8020213	Special plan for the Rehabilitation of buildings, homes, and establishments located in Olabeaga.	Surbisa
8020214	Special plan for the Rehabilitation of buildings, homes, and establishments located in Zorrotzaurre.	Surbisa
8020215	Special plan for the Rehabilitation of buildings, homes, and establishments located in Irala.	Surbisa
8020216	Special plan for the Rehabilitation of buildings, homes, and establishments located in Zazpilanda.	Surbisa
2080303	Study on renovation alternatives and urban regeneration located in Peñascal, Betolaza, and Altamira, included in PGOU.	City Planning



A.2.7. PARTICIPATION & COMMUNICATION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
8020101	Neighborhood Plan.	Works and Services
8020102	Neighborhood Plan- District 1. Deusto.	Works and Services
8020103	Neighborhood Plan- District 2. Uribarri.	Works and Services
8020104	Neighborhood Plan- District 3. Otxarkoaga-Txurdinaga.	Works and Services
8020105	Neighborhood Plan- District 4. Begoña.	Works and Services
8020106	Neighborhood Plan- District 5. Ibaiondo.	Works and Services
8020107	Neighborhood Plan- District 6. Abando.	Works and Services
8020108	Neighborhood Plan- District 7. Errekalde.	Works and Services
8020109	Neighborhood Plan- District 8. Basurtu-Zorrotza.	Works and Services
8010105	Put into practice and expand the Neighborhood Hearts network.	Works and Services
5010802	Systematic participation in District Councils.	Citizen Security
6010101	Produce the PGOU in order to define the city for the next decade.	City Planning
6010102	Citizens must participate in the city design process.	City Planning
10020303	Planning Advisory Board.	City Planning

NEW ACTIONS PROPOSED

ACTION: 022

Invite the Commission of Older People integrated into the Municipal Action Social Council to take part in the consultation processes carried out in the City of Bilbao to discuss environmental issues.

OBJECTIVE:

Promote older people's participation in the consultation and decision-making processes regarding municipal urban and traffic schemes.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Urban Planning.

MILESTONES:

2016-2017: Monitoring the Urban Development Plan.
2017-2019: Continuity.



HOUSING

OLDER PEOPLE'S EXPECTATION IN THIS FIELD:

- No older person should live in blocks of apartments with no elevator.
- Apartments should be fitted with utilities (e.g. electricity, water, and heating).
- Such apartments and buildings should be built with the appropriate materials in order to guarantee their safety.
- Accessible and adapted to meet older people's needs as they are aging.
- They should be financially supported in order to adapt their homes and get rid of architectural barriers.

FRIENDLINESS INDICATORS

A.3.1. Accesibilidad de la vivienda.

DEFINITION	FORMULA
<p>Nº 046</p> <p>ACCESSIBLE HOMES</p> <p>WHO: % of new and existing homes adapted for wheelchair users.</p> <p>CURRENTLY USED: % of accessible apartments built since 2000 by the private and public sectors adapted for people with disabilities.</p>	<p>SOURCE: Eustat (Basque Statistics Office)</p> <p>UNIT: % accessible apartments built since 2000 by the private and public sectors adapted for people with disabilities .</p> <p>REFERENCE VALUE: Newly built blocks of apartments since 2000.</p>
<p>Nº 047</p> <p>ACCESSIBLE HOMES</p> <p>WHO: % of older people who state their homes are adapted or may be adapted to facilitate their aging process at home.</p> <p>CURRENTLY USED: % of older people who state their homes are adapted or may be adapted to facilitate their aging process at home.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who state their homes are adapted to facilitate their aging process at home.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 048</p> <p>ACCESSIBLE HOMES</p> <p>% of older people who know some kind of financial support to adapt their homes to facilitate their aging process at home.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who know some kind of financial support to adapt their homes to facilitate their aging process at home.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 049</p> <p>ACCESSIBLE HOMES</p> <p>% of older people who know some kind of financial support to adapt their homes to facilitate their aging process at home.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people who are aware of the financial support policies and state they have their homes adapted to facilitate their aging process at home.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>

A.3.2. Affordable and Optional Homes.

DEFINITION	FORMULA
<p>Nº 050</p> <p>AFFORDABLE HOUSING</p> <p>WHO: % of older people who live at home spending less than 30% of their available income on housing.</p> <p>CURRENTLY USED: % of income used to cover the monthly house expenses by pensioners aged 65 and over.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Survey implemented by Bilbao City Hall Department of Social Action. National Social Security Institute (General Secretariat). <p>UNIT: Average Household budget.</p> <p>REFERENCE VALUE: The weighted average pension pay has been worked out by adding all the moneys received and by dividing them among the total number of pensioners.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> Gender. Neighborhood.
<p>Nº 051</p> <p>AFFORDABLE HOUSING</p> <p>WHO /CURRENTLY USED: % of older people who state housing in their neighborhood is affordable.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who state housing in their neighborhood is affordable.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 052</p> <p>AFFORDABLE HOUSING</p> <p>Average Household Budget among older people.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: Sum of individual expenses of all interviewees / Number of valid answers.</p> <p>(the justification why we have registered the no-answers as “Don’t know/No answer is because maybe such interviewees don’t have any expenses related to the household).</p> <p>REFERENCE VALUE: Total number of valid answers.</p>
<p>Nº 053</p> <p>OPTIONAL HOUSING</p> <p>% of older people aged 60 and over who think the optional housing scheme available meets older people’s needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who think the optional housing scheme available meets older people’s needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewe).</p>

A.3.3. Secure Homes.

DEFINITION	FORMULA
<p>Nº 054</p> <p>SECURE HOMES</p> <p>% of older people reporting thefts, frauds, swindles, and security-related issues versus the total number of offenses of this kind.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people reporting thefts, frauds, swindles, and security-related issues.</p> <p>REFERENCE VALUE: total number of offenses of this kind .</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender • Neighborhood
<p>Nº 055</p> <p>SECURE HOMES</p> <p>% of older people aged 60 and over who state they feel secure at home.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who state they feel secure at home.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Neighborhood.
<p>Nº 056</p> <p>SAFETY HOMES</p> <p>% of older people aged 60 and over who state their homes are safe regarding construction, installations, and general conditions.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who state their homes are safe regarding construction, installations, and general conditions.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>REFERENCE VALUE: Neighborhood.</p>



A.3.1. ACCESSIBLE HOUSING

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
202023	Drive older people to the competent authority to improve the habitability and accessibility of their homes (Barriztu scheme).	Surbisa
2080108	Set of measures to improve accessibility of private residential buildings in Casco Viejo.	Surbisa
2080112	Meet the basic habitability conditions of homes located within protected rehabilitation areas.	Surbisa
2080101	Improve the accessibility of residential buildings (Special Access Urban Plans and Financial scheme to foster the installation of elevators in private residential buildings).	City Planning

NEW ACTIONS PROPOSED

ACTION: 023

Active Plan led by VVMM to eliminate architectural barriers.

*Regarding those municipal blocks of apartments coexisting with private apartments, if community decisions on architectural barriers must be made VVMM shall always be in favor of eliminating such barriers (above the decision of the majority).

OBJECTIVE:

Favor the accessibility of municipal homes for older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Housing.

MILESTONES:

Continuous improvement.



ACTION: 024

Include in the Special Housing Benefits Scheme some financial support for the installation of elevators.

OBJECTIVE:

Make the homes of older people with no economic resources accessible.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

Open a line within AENP (Special Non-periodical Benefits), if applicable, to assess the need for financial support after requesting such economic benefit to the Basque Government.

ACTION: 025

Take into consideration the creation of a home exchange pool, by way of a Real Estate Portal, aimed at older people with mobility problems.

OBJECTIVE:

Favor the accessibility of homes for older people.

RESPONSIBLE DEPARTMENT:

Basque Government Department of Employment & Social Policies.





A.3.2. AFFORDABLE & OPTIONAL HOUSING

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2080602	Include ADAs (Non-residential Accommodations) in VMMM for prime groups of interest.	Housing
2080110	Support families with slim resources to deal with community and/or private works within protected rehabilitation areas.	Surbisa

NEW ACTIONS PROPOSED

ACTION: 026

Promote a shared or joint housing scheme aimed at older people living in a state of isolation.

*Once again, the City Hall would only be the enabler that initiates such kind of scheme and put in touch the people interested.

OBJECTIVE:

Offer a wide range of accommodation opportunities for older people in a state of isolation.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.



ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

- Benefits of work-life balance: Monthly benefits granted to Nursing Homes.
- Benefits of work-life balance: Monthly benefit for emergency hospitalization at Siglo XXI Nursing Home.
- OMC's Siglo XXI Nursing Home. OMC (Medical Organization) owns a subsidized nursing home in Guadalajara for those practitioners who need to be accommodated for different reasons.
- National Welfare Institute (PSN) owns hotels-residences in various cities in Spain (Madrid, Oviedo, etc.) for those registered doctors, and in particular for those doctors who need to spend long periods of convalescence and/or those retired doctors who need to be accommodated.

KUTXABANK - BBK

OLD PEOPLE NURSING HOMES. Since 2013 users of Reina de la Paz Nursing Homes were moved to BBK Sarriko Nursing Home, a high-quality facility downtown.

ASPALDIKO FOUNDATION. The BBK Gerontological Center located in Portugalete, run and managed by Aspaldiko Foundation, became operational in 1997 thanks to an agreement reached by Caritas Diocesana de Bilbao, BBK, and the Provincial Government of Biscay (The County Hall).





**B. THE SOCIAL &
HEALTH ENVIRONMENT**

B. THE SOCIAL & HEALTH ENVIRONMENT

Health and social services are vital to keeping the independence of people within their community. Many of the concerns mentioned by older people, caregivers, and service providers state that the nursing care of older people is sufficient, accessible, adequate, and of good quality.

Such pro bono health services and medicines firmly favor older people's quality of life.

B.1 SERVICES.

- B.1.1 Accessible and Comfortable Services.
- B.1.2 Health Services.
- B.1.3 Municipal Services and Benefits.
- B.1.4 Functions and infrastructure of the Basic Social Services.
- B.1.5 Emergency Social Services.

B.2 COMMUNICATION, PROCESSING & PARTICIPATION.

- B.2.1 Communication & Programs.
- B.2.2 Information and Processing.
- B.2.3 Citizen Participation.

B.3 GESTIÓN.

- B.3.1 Collaborations & Covenants.
- B.3.2 Health Plans, and others.





SERVICES

OLDER PEOPLE'S EXPECTATION IN THIS FIELD:

- Social and health providers should be conveniently located in the city and should be accessible by public transportation and architectural-barrier free.
- Nursing homes should be located near such required services and within residential areas so that residents can be sufficiently integrated into their own community.
- Facilities providing such services should be safe and accessible to meet the need of people with disabilities.
- Clerical and service staff should treat older people with respect and humanly.
- Social services staff and enabling agents should be friendly to older people because sometimes they behave like inspectors.
- Home Care Services should be taken into account, including health services, personal care, and housework.
- Prevention and preparedness to plan active aging should be promoted.
- More urban nursing homes within neighborhoods should be available.
- More transparency and monitoring of the way benefits and allowances are granted.
- The emergency plan should bear in mind older people's different characteristics.

FRIENDLINESS INDICATORS

B.1.1. Accessible and Comfortable Services.

DEFINITION	FORMULA
<p>Nº 057</p> <p>OPINION ON THE FRIENDLINESS SHOWN BY HEALTHCARE CENTERS</p> <p>% of older people and over who think the general treatment received by public basic healthcare centers is friendly.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people and over who think the general treatment received by public basic healthcare centers is friendly.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 058</p> <p>OPINION ON THE FRIENDLINESS SHOWN BY HEALTHCARE CENTERS</p> <p>% of older people and over who think the general treatment received by public basic healthcare centers is friendly.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people and over who think the general treatment received by public basic healthcare centers is friendly.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 059</p> <p>OPINION ON THE NUMBER OF HEALTHCARE CENTERS</p> <p>% of older people and over who believe the number of public basic healthcare centers is enough to meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people and over who believe the number of public basic healthcare centers is enough to meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 060</p> <p>OPINION ON THE DISTRIBUTION OF HEALTHCARE CENTERS</p> <p>% of older people aged 60 and over who think the geographical distribution of healthcare centers meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who think the geographical distribution of healthcare centers meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 061</p> <p>OPINION ON THE NUMBER OF BASIC SOCIAL CENTERS</p> <p>% of older people aged 60 and over who state the number of basic social centers seems appropriate to meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over who state the number of basic social centers seems appropriate to meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>

B.1.1. Accessible and Comfortable Services.

DEFINITION	FORMULA
<p>Nº 062</p> <p>OPINION ON THE DISTRIBUTION OF BASIC SOCIAL CENTERS</p> <p>% of people aged 60 and over who think basic social centers is appropriate to meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think basic social centers are adapted to meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 063</p> <p>OPINION ON THE ACCESSIBILITY OF SOCIAL SERVICE CENTERS BY PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who think the chances of using the public transportation to go to the social service centers meet their needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think the chances of using the public transportation to go to the social services centers meet their needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Neighborhood. • Disability.
<p>Nº 064</p> <p>OPINION ON THE ACCESSIBILITY OF BASIC HEALTHCARE CENTERS BY PUBLIC TRANSPORTATION</p> <p>% of people aged 60 and over who think the chances of using the public transportation to go to such centers meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think the chances of using the public transportation to go to such centers meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Neighborhood. • Disability.
<p>Nº 065</p> <p>OPINION ON THE TIMETABLE OF HEALTHCARE CENTERS</p> <p>% of people aged 60 and over who state the business hours of the public healthcare centers meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: : % of people aged 60 and over who state the business hours of the public healthcare centers meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 066</p> <p>OPINION ON THE TIMETABLE OF BASIC HEALTHCARE CENTERS</p> <p>% of people aged 60 and over who state the business hours of basic public healthcare centers meet older people's needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: : % of people aged 60 and over who state the business hours of basic public healthcare centers meet older people's needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>

B.1.1. Accessible and Comfortable Services.

DEFINITION	FORMULA
<p>Nº 067</p> <p>OPINION ON THE FACILITIES OF PUBLIC HEALTHCARE CENTERS</p> <p>% of people aged 60 and over who believe the facilities and spaces of basic public healthcare centers meet older people's needs. (Waiting-room, halls, furniture, equipment...).</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who believe the facilities and spaces of the basic public healthcare centers meet older people's needs. (room, halls, furniture, equipment...).</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 068</p> <p>ACCESSIBILITY OF HEALTHCARE CENTERS BY PUBLIC TRANSPORTATION</p> <p>% of public transportation stops within 210 yards from healthcare centers.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Motor Vehicles & Transportation. • Provincial Government Department of Works & Transportation. • Basque Government Department of Transportation & Public Works. <p>UNIT: % of public transportation stops within 210 yards from healthcare centers.</p> <p>REFERENCE VALUE: Total number of healthcare centers.</p> <p>VARIABLE EQUITY: Neighborhood.</p>

B.1.2. Healthcare Services.

DEFINITION	FORMULA
<p>Nº 069</p> <p>QUALITY OF LIFE</p> <p>WHO / CURRENTLY USED: Healthy life expectancy at birth.</p>	<p>SOURCE: Osakidetza.</p> <p>VARIABLE EQUITY: Gender.</p>
<p>Nº 070</p> <p>QUALITY OF LIFE</p> <p>WHO / CURRENTLY USED: % of older people who think their quality of life is "very good" (5) or "good (4)" on a scale ranging from "very bad (1)" to "very good (5)".</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who think their quality of life is "very good" (5) or "good (4)" on a scale ranging from "very bad (1)" to "very good (5)".</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Neighborhood. • Disability.

B.1.2. Healthcare Services.

DEFINITION	FORMULA
<p>Nº 071</p> <p>OPINION ON THE PUBLIC HEALTHCARE SERVICES</p> <p>% of people aged 60 and over who think public healthcare services work well.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think public healthcare services work well.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>
<p>Nº 072</p> <p>OPINION ON THE COVERAGE OF PUBLIC HEALTHCARE SERVICES</p> <p>% of people aged 60 and over who think the coverage offered by public healthcare organizations is good.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think the coverage offered by public healthcare organizations is good.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 073</p> <p>OPINION ON ACCESSIBLE HEALTHCARE SERVICES</p> <p>% of people aged 60 and over who believe healthcare services are accessible and meet older people's specific needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who believe healthcare services are accessible and meet older people's specific needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood. • Disability.

B.1.2. Healthcare Services.

DEFINITION	FORMULA
<p>Nº 074</p> <p>USE OF HEALTHCARE SERVICES IN THE LAST YEAR</p> <p>% of people aged 60 and over who have used some healthcare services at least on one occasion in the last year.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Survey implemented by Bilbao City Hall Department of Social Action. Osakidetza. <p>UNIT: % of people aged 60 and over who have used some healthcare services at least on one occasion in the last year.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> Age. Gender. District / Neighborhood. Disability.
<p>Nº 075</p> <p>% OF COMPLAINTS FILED BY OLDER PEOPLE AT THE HEALTHCARE SERVICES</p> <p>% of complaints filed and suggestions made at any public healthcare services by people aged 60 and over.</p>	<p>SOURCE: Osakidetza.</p> <p>UNIT: % of complaints filed and suggestions made at any public healthcare services by people aged 60 and over.</p> <p>REFERENCE VALUE: % of complaints filed and suggestions made at any public healthcare services by people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> Age. Disability.
<p>Nº 076</p> <p>RECOGNITION OF THE QUALITY OF PUBLIC HEALTHCARE SYSTEM</p> <p>Number of International Certificates of Quality awarded to the Public Healthcare System in the last 4 years.</p>	<p>SOURCE: Osakidetza.</p> <p>UNIT: Number of International Certificates of Quality awarded to the Public Healthcare System in the last 4 years.</p>

B.1.3. Municipal Services and Benefits.

DEFINITION	FORMULA
<p>Nº 077</p> <p>SOCIAL SERVICES</p> <p>% of economic resources allocated to Social Services of Bilbao City Hall's total budget.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: Economic resources allocated to Social Services of Bilbao City Hall's total budget.</p> <p>VREFERENCE VALUE: Bilbao City Hall's total budget.</p>
<p>Nº 078</p> <p>HOME CARE SERVICE</p> <p>WHO: % of older people receiving personal care or assistance by professional home services (public and/or private ones).</p> <p>CURRENTLY USED: % of older people receiving personal care or assistance by professional home services regarding the total population of people aged 60 and over.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people receiving personal care or assistance by professional home services .</p> <p>REFERENCE VALUE: Total population of people aged 60 and over living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 079</p> <p>HOME CARE SERVICE</p> <p>WHO / CURRENTLY USED: % of older people stating professional home services (public and/or private ones) meet their needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people stating professional home services (public and/or private ones) meet their needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Disability.
<p>Nº 080</p> <p>HOME CARE SERVICE</p> <p>% of people aged 60 and over who have been granted the said Home Care service and state they are satisfied with such a service.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Social Action. • Survey implemented by Bilbao City Hall Department of Social Action. <p>UNIT: % of people aged 60 and over who have been granted the said Home Care service and state they are satisfied with such a service.</p> <p>REFERENCE VALUE: Number of people interviewed who have been granted such a service.</p>
<p>Nº 081</p> <p>SUPPORTIVE SERVICE FOR CAREGIVERS (ZAINTEA)</p> <p>% of people aged 60 and over who use the Zaintzea service.</p>	<p>SOURCE: Zaintzea.</p> <p>UNIT: % of people aged 60 and over who use the Zaintzea service.</p> <p>VALOR DE REFERENCIA: Total de personas usuarias de los servicios de Zaintzea.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.

B.1.3. Municipal Services and Benefits.

DEFINITION	FORMULA
<p>Nº 082</p> <p>SUPPORTIVE SERVICE FOR CAREGIVERS (ZAINTEA)</p> <p>% of people aged 60 and over who use the Zaintzea service and state that members of their own family take care of them due to the lack of financial resources to choose other options.</p>	<p>SOURCE: Zaintzea.</p> <p>UNIT: % of people aged 60 and over who use the Zaintzea service and state that members of their own family take care of them due to the lack of financial resources to choose other options.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over using the Zaintzea service.</p>
<p>Nº 083</p> <p>TELECARE SERVICE</p> <p>% of people aged 60 and over using the Telecare service.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over using the Telecare service.</p> <p>REFERENCE VALUE: Total number of population aged 60 and over living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 084</p> <p>TELECARE SERVICE</p> <p>% of people aged 60 and over granted the Telecare service who are satisfied with such a service.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over granted the Telecare service who are satisfied with such a service.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Disability.
<p>Nº 085</p> <p>LEGAL ADVISORY SERVICE</p> <p>% of people aged 60 and over using the Legal Advisory Service.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over using the Legal Advisory Service.</p> <p>REFERENCE VALUE: Total population living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 086</p> <p>LEGAL ADVISORY SERVICE</p> <p>% of people aged 60 and over granted the said Legal Advisory Service who state to be satisfied with such a service.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over granted the said Legal Advisory Service who state to be satisfied with such a service.</p> <p>REFERENCE VALUE: Total population interviewed using such a service.</p>

B.1.3. Municipal Services and Benefits.

DEFINITION	FORMULA
<p>Nº 087</p> <p>NURSING CONVALESCENT HOMES</p> <p>% of people aged 60 and over using the Home Care service and have applied for economic benefits to be admitted in convalescent homes.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over using the Home Care service and have applied for economic benefits to be admitted in convalescent homes.</p> <p>REFERENCE VALUE: Total number of people granted the said Home Care Service.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 088</p> <p>NURSING CONVALESCENT HOMES</p> <p>% of capital expenses for economic benefits aimed at people aged 60 and over.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of capital expenses for economic benefits aimed at people aged 60 and over.</p> <p>REFERENCE VALU: Total budget allocated to the Department of Social Action.</p>
<p>Nº 089</p> <p>NURSING CONVALESCENT HOMES</p> <p>% of people aged 60 and over granted the said economic benefit to be admitted in such nursing convalescent homes.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over granted the said economic benefit to be admitted in such nursing convalescent homes.</p> <p>REFERENCE VALUE: Number of applications for economic benefits to be admitted in nursing centers.</p>
<p>Nº 090</p> <p>NURSING CONVALESCENT HOMES</p> <p>% of economic resources used to help people aged 60 and over to be admitted to such nursing convalescent homes.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of economic resources used to help people aged 60 and over to be admitted to such nursing convalescent homes.</p> <p>REFERENCE VALUE: Total budget allocated to the Department of Social Action.</p>
<p>Nº 091</p> <p>OPTIONAL ACCOMMODATION SERVICES</p> <p>% of people aged 60 and over granted optional accommodation services.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Social Action. • Municipal Census. <p>UNIT: % of people aged 60 and over granted optional accommodation services.</p> <p>REFERENCE VALUE: Total population aged 60 and over living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 092</p> <p>ECONOMIC BENEFITS</p> <p>% of capital expenses for economic benefits aimed at people aged 60 and over.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of capital expenses for economic benefits aimed at people aged 60 and over.</p> <p>REFERENCE VALUE: Total budget allocated to Bilbao City Hall Department of Social Action.</p>

B.1.4 Functions and infrastructure of the Basic Social Services.

DEFINITION	FORMULA
<p>Nº 093</p> <p>BASIC SOCIAL SERVICES HUMAN RESOURCES</p> <p>Number of social workers allocated to Basic Social Services (reference value: total population aged 60 and over living in Bilbao).</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Social Action. • Municipal Census. <p>UNIT: Number of social workers allocated to Basic Social Services.</p> <p>REFERENCE VALUE: Total population aged 60 and over living in Bilbao.</p>
<p>Nº 094</p> <p>SATISFACTION REGARDING BASIC SOCIAL SERVICES</p> <p>% of people aged 60 and over who are satisfied with the running of the Basic Social Services.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who are satisfied with the running of the Basic Social Services.</p> <p>REFERENCE VALUE: Total number of people interviewed who have been in contact with the Basic Social Services.</p>
<p>Nº 095</p> <p>SATISFACTION REGARDING BASIC SOCIAL SERVICES</p> <p>% of people aged 60 and over assisted by Basic Social Services last year.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over assisted by the Basic Social Services last year.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood.
<p>Nº 096</p> <p>OPINION ON THE BASIC SOCIAL SERVICES</p> <p>% of people aged 60 and stating Basic Social Services meet older people's specific needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over stating Basic Social Services meet older people's specific needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood. • Disability.

B.1.5 Emergency Social Services.

DEFINITION	FORMULA
<p>Nº 097</p> <p>MUNICIPAL EMERGENCY SOCIAL SERVICE</p> <p>% of people aged 60 and over assisted by the municipal emergency social service last year.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over assisted by the municipal emergency social service last year.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over living in Bilbao.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender.
<p>Nº 098</p> <p>OPINION ON THE RUNNING OF THE EMERGENCY SOCIAL SERVICES</p> <p>% of people aged 60 and over who think such services work well.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think such services work well.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood. • Disability.
<p>Nº 099</p> <p>OPINION ON THE COVERAGE OF EMERGENCY SOCIAL SERVICES</p> <p>% of people aged 60 and over who believe such a coverage run by the emergency social services through the public authorities meet their needs.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who believe such a coverage offered by the emergency social services through the public authorities meet their needs.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood. • Disability.



B.1.1. ACCESSIBLE AND COMFORTABLE SERVICES

NEW ACTIONS PROPOSED

ACTION: 027

Make available to the public a telephone number to request information on municipal social services (health).

OBJECTIVE:

Social & Healthcare Services for older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

The model of healthcare considers the chance of setting up a call center in 2017.

2018: The decision will be made to set up the said call center.





ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHARMACISTS (COFBI)

- Proximity (geographical distribution throughout the territory): 99.5% of the population living in the Province of Biscay has a pharmacy available at five minutes' walk from their homes.
- Access (accessible establishments): establishments adapted for people with mobility problems.
- Comfort: Establishments equipped with elements adapted for older people, in case they have to wait or need a seat.
- Opening hours: 24 hr pharmacies all throughout the Province of Biscay. Besides, people can find lots of pharmacies in their cities during the opening hours 9.00-22.00.

IGURCO – IMQ GROUP

Shuttle-bus service taking the family members of residents to the Igorco Unbe Social-Health Center.

GRUPO IMQ

- A corporation with a wide network of family doctors close to patients (i.e. old patients) who need advice and recommendations on health problems.
- It is worth mentioning such a network of centers offers a wide range of healthcare services, and their facilities are well equipped to meet older people's needs as the IMQ Group is fully accessible, well communicated, and located.
- Troya project at Zorrozaure Clinic to avoid ingress and egress from the room to admissions or to the administrative area.

OSAKIDETZA - OSI BILBAO BASURTO

- OSI healthcare centers and ambulatories: The ones located in Bilbao & Basurto were built on different dates, some of which were built in the 19th Century. The ones built in recent years took into account the rules and regulations on accessibility for disabled persons. However, the buildings which are older than 15-20 years did not follow such criteria. Nevertheless, in the last years, a project to improve accessibility was deployed. Today, thanks to that project such centers are equipped with restrooms for people with disabilities, and both the external and internal accesses are guaranteed via elevators which were installed in such buildings that were only accessible via the stairs, e.g. Bombero Etxaniz, Rekalde or Areilza.
- Electric stretchers: such implements facilitate the simple and safe maneuvering of patients without using footstools, therefore minimizing the risk of falls.
- Electric beds: They work in the same way as electric stretchers do, and are equipped with electric patient positioning controls for the comfort of patients, providing them more mobility.



B.1.2. HEALTH SERVICES

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Resolución inmediata y sin cita previa de dudas sobre salud y medicación.

BISCAY ASSOCIATION OF PHARMACISTS (COFBI)

- Personalized Dosage System (PDS): personalized medicine. Checking data with the doctor.
- In-home Care: free service granted to everybody registered in the municipal In-home Care services. (Note: a service provided via the corresponding agreement reached with Bilbao City Hall. Only those patients registered for the said Service are treated).
- Nursing Homes: provision of medication at all social-healthcare centers in Biscay, including the personalized preparation of medication.

IGURCO – IMQ GROUP

- IGURCO's comprehensive geriatric assessment: It is a medical consultation specialized in older people's problems in which a professional and an interdisciplinary team, directed by an IGURCO geriatrician, implements a diagnosis process.
- IGURCO's Geriatric Evaluation allows us to evaluate the patient's needs and capacities, detect and measure problems, and implement an intervention plan, treatment, and monitoring in order to achieve a higher degree of independence and quality of life of dependent and old-age people.
- Our nursing homes bet on the geriatrics.

OSAKIDETZA - OSI BILBAO BASURTO

- Their health-care centers are open 12 Hours/day.
- PACs are located in 9 points on Saturday, and in 5 points on Sunday and public holidays.
- Flu Vaccination Campaign (12 h).

**B.1.3. MUNICIPAL SERVICES AND BENEFITS****CURRENTLY USED ACTIONS**

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010401	Maintain the quality levels related to healthcare and coverage provided by the In-home Care Service.	Social Action
2010501	Optional accommodation for people at high risk of dependency or dependent people with level 1.	Social Action
2010502	Improve the optional accommodation offer for older people.	Social Action / Housing
2010902	Optional accommodation for homeless people or people who are at high risk of exclusion.	Social Action
2010101	Develop the Portfolio Decree and its impact on the current structure of services.	Social Action
2010103	Define the Service Portfolio within the municipal scope.	Social Action
2010204	Implement the basic healthcare procedure.	Social Action
2010601	Reinforce the Special Municipal Benefits.	Social Action
2010602	Plan Against Poverty.	Social Action
2090201	Inspection scheme to guarantee food safety.	Health and Consumer Affairs
2090905	Improve the quality of the public shower facility.	Health and Consumer Affairs
2010402	Support kinship caregivers.	Social Action



NEW ACTIONS PROPOSED

ACTION: 028

Create a model of Day Care Center (for level 1), half way between Older People's Associations and the current Day Care Centers.

OBJECTIVE:

Offer a wider range of services for nursing elderly people with moderate levels of dependency and needing participation, psychological, and affectionate stimulation.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

As of 2017 new day care centers for dependent people with level 1 will be created.

ACTION: 029

Publicize via different means the PERSONALIZED DOSAGE SERVICE available at pharmacies.

OBJECTIVE:

Facilitate older people such an accessible and safe procedure for administering medication.

RESPONSIBLE DEPARTMENT:

- Bilbao City Hall Department of Social Action.
- Biscay Association of Pharmacists.

MILESTONES:

Disseminate the personalized dosage service among Older People's Associations. Upload a video on Older People's website, networks, etc...



ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

- Benefits related to work-life balance: Home Telecare Service.
- Benefits related to work-life balance: Respite Service.
- Social Care Service. Information, assessment, and guidance service via a network with nationwide coverage consisting of professionals specialized in social care.
- Advice and provision of technical assistance for wandering off, as well as other assistive products for the daily life.
- Nutritional advice: refers to all food products for older people, including nutritional advice... (slimming diets are excluded).

IGURCO – IMQ GROUP

Private Telecare Service:

- • Basic IGURCO Telecare. Prompt warning sent to family, caregivers, neighbors, police, firefighters, emergency doctors, ambulances, lock-smiths, etc.
- Elite IGURCO Telecare: In addition to the benefits provided by the Basic modality, this one includes a key-holding service and the chance of being sent an emergency mobile unit to unlock the caller's door, if needed.

Home Healthcare Plan: As of the Geriatric assessment, the Healthcare Administrator, appointed for the case, will be in communication with the family and the multidisciplinary team under the guidance of the geriatrician:

- Identifies the critical healthcare factors, the needed tasks, and other activities of interest by designing an Comprehensive In-home Healthcare plan.
- Establishes and personalizes recommendations for every case to enable and optimize the implementation of such a In-home Healthcare plan.
- Manages the access to the different agents, solutions, and the existing resources on the market that best suit their needs, thus facilitating the execution of the said plan.
- Designs the control mechanisms that will allow us to prevent or react in good time in view of the main risks identified.
- Proposes adaptations and/or new actions depending on the evolution of the changeable needs of the person nursed.
- Therefore, the caregiver can develop the nursing tasks at the patient's home being sure s/he has the support of professionals who are specialized in Geriatrics by controlling, monitoring, and guaranteeing the appropriate setting in motion of the healthcare plan.

Coordinated with Zainduz and other institutions to support caregivers and elderly people by organizing workshops on prevention in the various fields of health, etc.

THE RED CROSS

- Complementary home care: going with elderly people to the nursing homes, doctor's appointment, and staying with them at home.
- Caring for patients with Alzheimer's disease: in-home or group support.
- Information and training for informal caregivers: courses for helping caregivers and web www.guiaparamayores.org.
- Revitalization of nursing homes.
- GETS: ELDERLY TRACKING SYSTEM.



SUSPERGINTZA / EDE FOUNDATION

- Volunteer-based programs at the Municipal Zaintzea Center (Active Look, leisure for caregivers, Mentorship Program, etc.).
- Effective treatment, management, and prevention of dementia, muscular mobilization techniques, transfer and wandering off, acquisition of self-care strategies, basic cares at home, etc.

ZAINTZEA

Comprehensive care center offering different actions (information, guidance, advice, training, psychological support, social awareness, volunteer programs, preventing dependency situations, call center...) to improve the quality of life of caregivers.

- Courses: Management of dementia, muscular mobilization techniques, transfer and wandering off, acquisition of self-care strategies, basic cares at home, etc.
- Workshops: Cognitive stimulation, relaxation, memory training, healthy life, family: conflict resolution, etc.
- Psychological support groups: Psychological support programs (overload reduction, grief management, etc.) and self-help groups (enjoying leisure and spare time, promoting self-confidence, emotion management, etc.).
- Volunteer programs: Promotion, creation, and monitoring of volunteer support groups among caregivers (Mentorship Program, "Active Look" program, memory bank, etc.) to help volunteers who work in the field of dependency.
- Leisure groups.

OSAKIDETZA - OSI BILBAO BASURTO

- Increase the working hours for assisting patients at all units, especially at intensive care units.
- Hairdresser's service for women.
- Barber's service for men who cannot shave by themselves.
- Implement INTER-RAI (Social-Healthcare Record).
- Implement the Elder Abuse Prevention Program.

GIZATEK.

Provincial public service providing financial benefits, guidance, and information on assistive devices to facilitate personal autonomy.

Assistive Device: any kind of product (including devices, equipment, instrumentation, and software) especially made or available on the market, used by or for people with disabilities or who are dependent, aimed at facilitating participation in the various activities by protecting, supporting, training, measuring or substituting corporal functions/structures, as well as by preventing deficiencies, limitations, and restrictions to carry out such participative activities.

Type of subsidized assistive products:

General assistive products: communication-and-information-related products, products to handle objects and gadgets, personal and care ones, the ones devised for mobility and helping with the housework, and the ones for vehicle adaptation...

Provincial Decree 195/2015 of December 15 approving the public call for subsidies in order to acquire assistive products



for dependent people or people with disabilities in 2016 (BISCAY OFFICIAL GAZETTE (BOB) NO. 8, of January 14, 2016). Assistive products facilitating accessible and adaptable homes: shower tray, washbasin, bathroom refurbishment...

KUTXABANK - BBK

ARGIA FOUNDATION. The Argia Foundation devises actions, activities, and services for the care, prevention, treatment, and social rehabilitation & inclusion of people affected by chronic mental illnesses and psychical problems in Biscay. Since 1994 the Argia Foundation board of directors is made up by the religious community known as Trinitarians Order of the Most Holy Trinity, BBK, and The Roman Catholic Diocese of Bilbao.

RARE DISEASES SUPPORT GROUP. In collaboration with WALK ON & PROJECT, SAN FILIPPO FOUNDATION, DRAVET SYNDROME Foundation via EIC BBK.

BUZTI ZAITEZ PROGRAM. Act of solidarity with people affected by multiple sclerosis.

OLA BBK CENTER. The OLA Center is a benchmark in the occupational integration of people with disabilities.

- Nursing homes for temporary stays.
- Adult Life Center.
- SAIOA Service supports, informs, and helps families that have people with disabilities.
- Labor Advisory Service.
- Occupational workshop and Spatial Labor Center.
- Day Care Center.
- Ergohobe.



B.1.4. FUNCTIONS AND INFRASTRUCTURE OF THE BASIC SOCIAL SERVICES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010202	Improve the equipment used by the Basic Social Service.	Social Action

NEW ACTIONS PROPOSED

ACTION: 030 Produce a leaflet-map to clearly inform of the location of the basic social centers and services available.	OBJECTIVE: Modernize the image of the Basic Social Services. RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action. MILESTONES: - Hand out at Feria Nagusi and on the Town Patron Saint (Bilbao's Annual Festivals) the leaflet produced by the Department of Social Action and in which the resources available for the social inclusion of people are explained. - Budget €4,000.00.
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ACTION: 031 Project in collaboration with the School of Fine Arts to remember the 8 Basic Social Services.	OBJECTIVE: Modernize the image of the Basic Social Services. RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action. MILESTONES: Paint a mural at one of the basic social services in 2018.
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B.1.5. EMERGENCY SOCIAL SERVICES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010203	Management of the Emergency Services.	Social Action

ACTIONS BY EXTERNAL AGENTS

KUTXABANK - BBK

OTXARKOAGA SOUP KITCHEN. In 2014 the soup kitchen for people aged 60 and over who were especially affected by the crisis was opened. These people are vulnerable and suffer from loneliness because they have very no family and little social support and live on incomes below the minimum wage.

IMQ GROUP

Night-time emergency home service.





COMMUNICATION, PROCESSING & PARTICIPATION

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- Provide clear and accessible information on social services.
- Speed up the processing of social benefits.
- Avoid complicate administrative processes or adapt them to older people's conditions.
- Coordinate the services to avoid unnecessary bureaucracy.
- The information on social services and benefits should reach them through the most appropriate information channel adapted to older people's needs.
- Telecare service should be used to disseminate and communicate other services.

FRIENDLINESS INDICATORS

B.2.1 Communication & Programs.

DEFINITION	FORMULA
<p>Nº 100</p> <p>MONEY SPENT ON ADVERTISING SOCIAL & HEALTH PROGRAMS</p> <p>% of the municipal budget for advertising social & health programs, especially aimed at older people.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Social Action. Bilbao City Hall Department of Health and Consumer's Services. <p>UNIT: % of the municipal budget for advertising social & health programs, especially aimed at older people.</p> <p>REFERENCE VALUE: Total municipal budget earmarked for publicizing the different social and health programs.</p>

B.2.2 Information and Processing.

DEFINITION	FORMULA
<p>Nº 101</p> <p>AVAILABLE INFORMATION</p> <p>% of people aged 60 and over who state it is easy for them to get information on health problems or on the necessary services available.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who state it is easy for them to get information on health problems or on the necessary services available.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 102</p> <p>OPINION ON THE DIFFICULTY IN APPLYING FOR SOCIAL & HEALTH SERVICES</p> <p>% of people aged 60 and over who state that applying for social & health services is not complicated.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who state that applying for social & health services is not complicated.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>

B.2.3. Citizen Participation.

DEFINITION	FORMULA
<p>Nº 103</p> <p>% OF OLDER PEOPLE WHO PARTICIPATE</p> <p>% of capital expenses for promoting the Participation of Older People.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of capital expenses for promoting the Participation of Older People.</p> <p>REFERENCE VALUE: The total Department of Social Action budget.</p>
<p>Nº 104</p> <p>USE OF THE COMPLAINTS AND RECOMMENDATIONS SERVICE AVAILABLE AT THE SOCIAL & HEALTH DEPARTMENT</p> <p>% of people aged 60 and over who state they have used the “complaints and recommendations service” available at the social and health department.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who state they have used the “complaints and recommendations service” available at the social and health department.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Age. • Gender. • District / Neighborhood. • Disability.



B.2.1. COMMUNICATION & PROGRAMS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2090505	Develop programs to promote healthy life-styles for older people and other vulnerable groups.	Health and Consumer Affairs

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (COFBI)

Feria Nagusi: inform older people of the services available at pharmacies.

IGURCO – IMQ GROUP

- Information-and-awareness-raising campaigns for older people, active aging, and health prevention (Correo, Deia, Vivir Sano, Radio Euskadi,...).
- Preventive health campaigns (nutrition, exercise, etc.) promoting community participation around the grounds of the Igurco Group Centers.
- Organization of a symposium on the Health Care for Elderly Patients.

OSAKIDETZA - OSI BILBAO BASURTO

PVS Project (Prescribe Healthy Life) – as a preventive way.

OSI COMMUNITY ACTION PROCESS: WORKSHOP ON FALL PREVENTION.

UAP's COMMUNITY ACTION PROCESS:

- Workshop on physical exercise for older people
- Workshop on healthy food
- Workshop on insomnia
- Workshop on promoting Oral Health
- Workshop on improving the osteoarticular system
- Workshop on improving the monitoring of the anticoagulant treatment
- Running the "Care Plan for the Elderly" in San Ignacio".
- Conferences for pensioners' association held at the Healthcare Center in Rekalde.

Creation of Round Tables or EASS.

ZAINZEA

Monographic: legal incapacity, communication with people with dementia, advanced directives or living wills, social resources, etc.

Conferences and lectures on different issues for the people in general: Dependency Act, services, and benefits, care and self-care, sleeping disorders, anxiety, active aging, etc.



B.2.2. INFORMATION AND PROCESSING.

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2090301	Open new areas to inform on consumption.	Health and Consumer Affairs
2090302	Intensify information and awareness on responsible consumption.	Health and Consumer Affairs

NEW ACTIONS PROPOSED

ACTION: 032

Promote the work carried out by volunteers who help dependent and needy older people with administrative formalities.

OBJECTIVE:

Help older people who have no family support to apply for benefits and social and health services.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

2018: Reinforce the Urrats Bat Geihago service in order to attract more people who can collaborate with the community Social Services and the Red Cross.



ACTIONS BY EXTERNAL AGENTS

GIZATEK

Provincial Decree No.24/2009, of February 17 regulating the access to the “public Information Service and guiding on assistive products for promoting personal autonomy” (BOB No. 42, of March 2, 2009) which was modified by the Provincial Decree 96/2012, of May 22 (BOB No. 108, of June 6 2012) and by the Provincial Decree 82/2013, of June 11 (BOB No. 114, June 14 2013).

Diputación Foral de Bizkaia (County Hall) entrusted the Instituto Foral de Asistencia Social (Social Assistance Provincial Institute) the Provincial Public Information Service and Guidance on assistive products for promoting personal autonomy (Gizatek).

BISCAY ASSOCIATION OF PHYSICIANS (COFBI)

- Lectures held at older people centers and associations.
- Participation in the Schools of Experience.

IGURCO – IMQ GROUP

- Free information and counseling service for the care and self-care of older people. IMQ Ayuda collaborates with a pro bono counseling service so that older people and their families may enjoy a better quality of life.
- IMQ Ayuda will inform you of all social-health solutions which are available within the public sector and the private one, in order to choose from a wide range of services the one that best meets your needs.

IMQ GROUP

Help-desk for administrative formalities and authorizations in several towns with a broad spectrum of experienced staff dealing with the healthcare of people round the clock, all that is complemented with our telephone authorization procedures.

OSAKIDETZA - OSI BILBAO BASURTO

CITA Web for MF, Pediatrics, Infirmary, Midwife.

PUBLICIZE ACTIVITIES CARRIED OUT BY OTHER ORGANIZATIONS VIA :

- Monthly physical exercise (City Hall) at all Units.
- Supporting the caregiver (Zaintzea).
- AECC.

From a Control Center, the telephone answering system works by itself in case the user cannot answer: a recording is heard asking the user the reason for calling and the user is call back from that Control Center.

Renewal of user’s instructions by adding pictures to facilitate the understanding of the process.

Install information screens at all centers.



B.2.3. CITIZEN PARTICIPATION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2070103	Municipal Social Services board.	Social Action



MANAGEMENT

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- The different municipal entities working with social and health issues should provide older people with venues to share such information and to be able to work on line.
- The different layers of the administration should communicate with one another so that older people do not need to complete unnecessary paperwork.
- People aged 60 and over should be heard and their suggestions –related to the abovementioned actions and the management of social and health services– should be taken into account.

FRIENDLINESS INDICATORS

B.3.1. Collaborations & Covenants.

DEFINITION	FORMULA
<p>Nº 105</p> <p>COVENANTS SIGNED BY THE DEPARTMENT OF SOCIAL ACTION</p> <p>Number of covenants signed between Bilbao City Hall Department of Social Action and several associations and institutions to improve the quality of life of people aged 60 and over.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: Number of covenants signed between Bilbao City Hall Department of Social Action and several associations and institutions to improve the quality of life of people aged 60 and over.</p> <p>REFERENCE VALUE: (absolute figure).</p>
<p>Nº 106</p> <p>PLANNING THE SOCIAL ACTION PROGRAMS IN WHICH OLDER PEOPLE'S ASSOCIATIONS HAVE PARTICIPATED</p> <p>% of programs implemented by Bilbao City Hall Department of Social Action to improve the quality of life of older people, representatives of such older people's associations have participated in the production of such programs.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of programs implemented by Bilbao City Hall Department of Social Action to improve the quality of life of older people, representatives of such older people's associations have participated in the production of such programs.</p> <p>REFERENCE VALUE: Number of programs and actions carried out within the social and health environments.</p>

B.3.2. Health Plans, and others.

DEFINITION	FORMULA
<p>Nº 107</p> <p>PLAN FOR EVALUATING PROGRAMS AND ACTIONS</p> <p>% of programs and actions carried out within the social & health environments having an internal continuous assessment system.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> Bilbao City Hall Department of Social Action. Bilbao City Hall Department of Health & Consumer's Services. <p>UNIT: Number of programs and actions carried out within the social & health environments having an internal continuous assessment system.</p> <p>REFERENCE VALUE: Total number of programs implemented by Bilbao City Hall Department of Social Action aimed at improving the quality of life of older people.</p>



B.3.1. COLLABORATIONS & COVENANTS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010104	Inter-institutional collaboration for developing the Law.	Social Action
2010301	Establish a periodical and formal monitoring system to measure coordination at technical and political levels.	Social Action
2010302	Prepare a social and health analysis of Bilbao and consistent actions via the protocol for collaboration with the Department of Health & Consumer's Services, the Department of Equality, Cooperation, Coexistence, and Festivals & Events, as well as with OSI Bilbao-Basurto.	Social Action
2010303	Improve the public network for the care and detection of people with mental health problems via the protocols for collaboration with the Basque Government Department of Health, the Mental Health Network, and OSI Bilbao-Basurto.	Social Action
2010806	Develop, in collaboration with other organizations, the prevention, assistance, and social programs and actions for the groups of interests who are particularly in need and at risk.	Social Action
2070102	Develop and maintain the collaborative model of relationship between the social initiative and the Public Administration.	Social Action

ACTIONS BY EXTERNAL AGENTS

OSAKIDETZA - OSI BILBAO BASURTO

- Work on line with the Public Healthcare System, municipal departments: health, equality, immigration, social action, County Hall, Education. (teacher training).
- Participate in the PIA socio-health protocol.
- Participate, along with Bilbao City Hall Department of Health, in the physical exercise plan and the healthy routes program.
- Participate in Bilbao Roundtable to discuss on health.
- Coordination protocols by including a broad socio-health vision in all of them.
- Coordination protocol agreed with the Birjinetxe Nursing Home.



B.3.1. COLLABORATIONS & COVENANTS

ZUENTZAT

They are spaces in which we can share opinions, concerns, and future challenges and where we receive information and training (rules & regulations, strategies, action plans, resources,...) associated with the initiatives focused on dependent elderly people regarded as a high-risk population.

Active participation in intervention work groups, commissions, specific programs, etc. with older people from different organizations and/or institutions: COP: aging group, Social Intervention Commission.

Active participation –along with older people from different organizations and/or institutions– in work groups, commissions, specific programs, etc.: CPMB: Social Services work group.





B.3.2. HEALTH PLANS, AND OTHERS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010201	Management of the new community healthcare model.	Social Action
2090101	Local Health Plan.	Health and Consumer Affairs
2090102	Integration of the Health perspective in the projects developed by the Municipal Departments.	Health and Consumer Affairs
2090901	Assure Bilbao's quality of freshwater for human consumption.	Health and Consumer Affairs
2090902	Control plagues in the city.	Health and Consumer Affairs
2090904	Prevent water-borne diseases.	Health and Consumer Affairs
2090906	Ensure the official reliability and validity of the analytical results produced by the Municipal Laboratory.	Health and Consumer Affairs



C. PARTICIPATION ENVIRONMENT



C. PARTICIPATION ENVIRONMENT

Not only do older people continue contributing to their communities after retiring but many of them generate volunteer jobs for their families and communities.

An aged-friendly community offers options so that older people continue contributing to their communities via paid employment or volunteer jobs, at their choice.

Participation in leisure, spiritual, family, cultural and social community activities allows older people to socialize, feel respected, grow their self-esteem, and maintain or establish supportive and nursing relationships.

Participation in the various social environments help them to be integrated, which is the key for their social inclusion.

C.1 VOLUNTEERISM AND EMPLOYMENT.

- C.1.1 Volunteerism and Association Support.
- C.1.2 Better working conditions and more job & retirement opportunities.

C.2 NETWORKS AND SOCIAL SUPPORT.

- C.2.1 Family and Community Ties.
- C.2.2 Cross-generational interactions.
- C.2.3 Respect, recognition and social inclusion.

C.3 ECONOMIC INCLUSION.

- C.3.1 BASIC Economic Inclusion.
- C.3.2 Economic Inclusion for the development of leisure activities.
- C.3.3 Economic Inclusion for other purposes.

C.4 INFORMATION, COMMUNICATION & PARTICIPATION.

- C.4.1 Age-friendly format, design, and support.
- C.4.2 Information.
- C.4.3 Citizen Satisfaction.

C.5 LEISURE ACTIVITIES AND TRAINING.

- C.5.1 Socio-cultural Activities.
- C.5.2 Sport activities or physical exercise.
- C.5.3 Promoting participation and dealing with isolation.
- C.5.4 Education.
- C.5.5 Affordable and accessible activities.
- C.5.6 Spaces & Equipment.





VOLUNTEERISM AND EMPLOYMENT

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- There should be a wide range of options to involved older people in voluntary work.
- Volunteer organizations should be well established, with appropriate infrastructures, training programs, etc..
- Retirement should be an option and not an obligation.
- The Law should stop age discrimination in the labor market.
- There should be flexible job opportunities for older people.
- Trade Unions should support and agree with these options
- Companies should perform studies and plans in order to adapt our work life as we age.
- There should be laws encouraging employers to hire older people.

FRIENDLINESS INDICATORS

C.1.1. Volunteerism and Association Support.

DEFINITION	FORMULA
<p>Nº 108</p> <p>PARTICIPATION IN VOLUNTARY ACTIVITIES</p> <p>WHO: % of older people involved in voluntary activities.</p> <p>CURRENTLY USED: % of older people aged 65 and over working as volunteers for the main NGOs based in the city, in relation to the total number of people aged 65 and over.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Cáritas. • The Red Cross. <p>UNIT: Number of people aged 65 and over working as volunteers for the main NGOs based in the city.</p> <p>REFERENCE VALUE: Total population of people aged 65 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of organization the older person is working as a volunteer.
<p>Nº 109</p> <p>PARTICIPATION IN VOLUNTARY ACTIVITIES</p> <p>WHO / CURRENTLY USED: % of older people aged 60 and over who participated in voluntary activities last month, at least once.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: Number of older people who participated in voluntary activities last month, at least once.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of organization the older person is working as a volunteer.
<p>Nº 110</p> <p>PARTICIPATION IN VOLUNTARY ACTIVITIES</p> <p>% of people aged 60 and over registered in older people's charitable associations.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over registered in older people's charitable associations.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Tipo de entiType of organization in which older people work as volunteers.
<p>Nº 111</p> <p>PARTICIPATION IN VOLUNTARY ACTIVITIES</p> <p>% of people aged 60 and over registered in Bilbao developing voluntary activities regarding the total number of older people's associations in Bilbao.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: Number of older people's associations registered in Bilbao developing voluntary activities.</p> <p>REFERENCE VALUE: Total number of older people's associations registered.</p>

C.1.1. Volunteerism and Association Support.

DEFINITION	FORMULA
<p>Nº 112</p> <p>PARTICIPATION IN VOLUNTARY ACTIVITIES</p> <p>% of the Department of Social Action's budget for older people's associations and volunteering movements regarding the total budget for older people.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of the Social Action Department's budget for older people's associations and the volunteering movements.</p> <p>REFERENCE VALUE: Total budget earmarked for older people by the Social Action Department.</p>

C.1.2. Better working conditions and more job & retirement opportunities.

DEFINITION	FORMULA
<p>Nº 113</p> <p>PAID JOBS</p> <p>WHO: % of older people currently unemployed.</p> <p>CURRENTLY USED: % of people aged 44 and over who are currently unemployed versus the total number of unemployed people.</p>	<p>SOURCE: INEM (Spanish Institute of Employment)</p> <p>UNIT: % of people aged 44 and over who are currently unemployed.</p> <p>REFERENCE VALUE: Total number of people unemployed in Bilbao.</p> <p>VARIABLE EQUITY: Age.</p>
<p>Nº 114</p> <p>PAID JOBS</p> <p>WHO: % of older people stating that they have been offered a paid job.</p> <p>CURRENTLY USED: % of people aged 60 and over who think there are gainful employment opportunities for people of their age.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who think there are gainful employment opportunities for people of their age.</p> <p>REFERENCE VALUE: Representative sample of people aged of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 115</p> <p>PAID JOBS</p> <p>% of people aged 60 and over who believe their age group is interested in finding a job.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who believe their age group is interested in finding a job.</p> <p>REFERENCE VALUE: Representative sample of people aged of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 116</p> <p>AGE MANAGEMENT PROGRAMS AT ORGANIZATIONS</p> <p>% of people aged 60 and over suggesting that age management programs based on volunteer organizations should be created so that the step towards retirement turns out to be a less traumatic process.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over suggesting that age management programs based on volunteer organizations should be created so that the step towards retirement turns out to be a less traumatic process.</p> <p>REFERENCE VALUE: Representative sample of people aged of people aged 60 and over living in Bilbao (% of people interviewed).</p>



C.1.1. VOLUNTEERISM AND ASSOCIATION SUPPORT

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	ÁREA RESPONSABLE
2020302	Support activities devised by older people's associations.	Social Action

NEW ACTIONS PROPOSED

<p>ACTION: 060</p> <p>Volunteer "Pills".</p>	<p>OBJECTIVE: Disseminate among older people the volunteer-related opportunities available in the city.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action.</p> <p>MILESTONES: A program called "Volunteer Pills" will be developed in collaboration with the Red Cross.</p>
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<p>ACTION: 034</p> <p>Support such a program by presenting it at Older People's Associations and at other places of interest via simple formats, videos, and testimonies. (Promoting volunteering).</p>	<p>OBJECTIVE: Promote some information channels adapted to the characteristics and diversity of the abovementioned group of interest.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action.</p>
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ACTIONS BY EXTERNAL AGENTS

SUSPERGINTZA / EDE FOUNDATION

Revitalize active aging programs for older people and Older People's Associations.

- Courses, workshops, and talks at the BBK Centers.
- Lectures on volunteering and social participation.

Elkartu program (by DFB, run by Bolunta): This program –by means of a training program– pursues to empower the members of Older People's Associations.

KUTXABANK - BBK

INDARTU PROGRAM. A program for reinforcing the third-sector organizations based in Biscay. This program is the result of understanding how important is for such organizations to improve their management processes, which was detected through the permanent contact both the EDE Foundation and BBK maintain with such associations and the analysis carried out within the Third-Sector Observatory Framework.

THIRD-SECTOR OBSERVATORY. This observatory was opened in 2007, as a BBK's social program, in collaboration with the County Hall and the EDE Foundation. Since the dawn of its existence it has been thought to be an instrument for the promotion of such a sector, participating in its organizations and networks, as well as being an area for the dialogue between Entities and the creation of knowledge by collaborating with the said sector, it is also an area of interest regarding the management and innovation related to such an action.

BOLUNTA. An agency for volunteers and social participation in Biscay. An agreement reached between BBK, the City Hall, and EDE Foundation. Bolunta offers a comprehensive range of services for charity Organizations. BBK collaborates financially in the maintenance of the said Agency.

CEDED CENTERS: Eragintza, Apnabi, the Red Cross, Deusto Pensioners' Club, Zorroza Pensioners' Club, Zabala Pensioners' Club, Futubide, IFAS.



C.1.2. BETTER WORKING CONDITIONS AND MORE JOB & RETIREMENT OPPORTUNITIES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	ÁREA RESPONSABLE
1010101	Promote the entrepreneurial spirit.	Bilbao Ekintza
1010102	Counseling for young entrepreneurs, startups, and SMALL & MEDIUM-SIZED CORPORATIONS, and other businesses based in Bilbao.	Bilbao Ekintza
1010106	Reinforce the local network of mentors to support companies and entrepreneurs.	Bilbao Ekintza
1020101	Develop Bilbao's annual Employment Plan in collaboration with Lanbide.	Bilbao Ekintza
3020108	Raise awareness of the municipal staff (preferably group of interest: male staff) when granting licenses for nursing dependent people.	Equality, Cooperation and Coexistence, and Festivals

NEW ACTIONS PROPOSED

<p>ACTION: 035</p> <p>Program reinforcing the solidarity networks at neighborhood associations.</p>	<p>OBJECTIVE: If required, facilitate older people's access to volunteer activities.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action.</p>
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<p>ACTION: 036</p> <p>Promote age management initiatives via counseling and by means of corporate transmission benefits for businesses and companies.</p>	<p>OBJECTIVE: Facilitate the transition from work into the pensioner life.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao Ekintza.</p> <p>MILESTONES:</p> <ul style="list-style-type: none"> - A scheme for the Promotion of Businesses based in Casco Viejo (Old town) (Financial benefits for the continuation of Businesses). - Dissemination and referral to the Berriz program – A Basque Government Company for the corporate transmission, managed by the Chamber of Commerce.
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ACTIONS BY EXTERNAL AGENTS

SUSPERGINTZA / EDE FOUNDATION

Retirement preparation program aimed at preparing people whose retirement is round the corner, in order to experience this new stage with optimism and satisfaction.

THE RED CROSS

SOCIAL PARTICIPATION: we promote a social active participation among our older people by fostering the Red Cross pro bono work with no age limitation. More than 300 older people participate as volunteers in Bilbao, especially in nursing projects for older people: staying with them, respite tasks, etc.

KUTXABANK - BBK

ERAGINTZA FOUNDATION. Eragintza is a non-for-profit foundation based in Bilbao. It was established in 1991, its Board of Trustees consists of BBK, County Hall, and Confebask. Its mission is to promote and support people with mental diseases in Biscay on their way towards the social and occupational inclusion, as well as to be able to lead an independent life.



NETWORKS AND SOCIAL SUPPORT

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- Support initiatives promoting cross-generational relationships at all events held in the city.
- Promote programs which foster links of solidarity in the neighborhood.
- Promote programs integrating “educational policies for active aging” from primary school.
- Promote the recovery of traditional, age-friendly businesses in neighborhoods.
- Promote housing for young people so that they can continue living in the neighborhoods where they have been raised and maintaining family ties.

FRIENDLINESS INDICATORS

C.2.1. Family & Community Ties.

DEFINITION	FORMULA
<p>Nº 117</p> <p>COMMUNITY TIES</p> <p>% of people aged 60 and over who state they have strong family and community ties.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who state they have strong family and community ties.</p> <p>REFERENCE VALUE: Muestra representativa de la población de 60 años y más, residentes en Bilbao (Total de personas encuestadas).</p>

C.2.2. Cross-generational Interactions.

DEFINITION	FORMULA
<p>Nº 118</p> <p>DAILY CROSS-GENERATIONAL INTERACTIONS</p> <p>% of people aged 60 and over who have a daily contact with people of all ages.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who have a daily contact with people of all ages.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 119</p> <p>CROSS-GENERATIONAL LEISURE ACTIVITIES</p> <p>% of municipal leisure activities for people aged 60 and over versus the total number of proposals for municipal leisure activities exclusively for people aged 60 and over versus the total number of proposed municipal leisure activities.</p>	<p>SOURCE: The following Bilbao City Hall Departments.</p> <ul style="list-style-type: none"> • Social Action. • Health & Consumer Services. • Citizen Service, Participation & Districts. • Culture. • Basque Language Education. • Equality, Co-operation, Coexistence, and Festivals. • Youth & Sports. <p>UNIT: Number of municipal leisure activities exclusively for people aged 60 and over.</p> <p>REFERENCE VALUE: Total number of leisure activities managed by the abovementioned departments.</p>
<p>Nº 120</p> <p>CROSS-GENERATIONAL LEISURE SPACES</p> <p>% of older people's associations collaborating with Bilbao City Hall to develop Cross-generational activities.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people's associations, collaborating with Bilbao City Hall to develop cross-generational activities.</p> <p>REFERENCE VALUE: Total number of older people's associations collaborating with Bilbao City Hall.</p>

C.2.3. Respect, Recognition & Social Inclusion.

DEFINITION	FORMULA
<p>Nº 121</p> <p>POSITIVE ATTITUDE TOWARDS OLDER PEOPLE</p> <p>WHO / CURRENTLY USED: % of people aged 60 and over who feel respected and socially integrated into their community.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who feel respected and socially integrated into their community.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 122</p> <p>POSITIVE ATTITUDE TOWARDS OLDER PEOPLE</p> <p>WHO / CURRENTLY USED: % of reported cases of elder abuse versus the total number of people aged 60 and over.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao Municipal Police. • Department of Social Action, • Department of Equality, Co-operation, and Citizen Services. <p>UNIT: Number of reported cases of elder abuse.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.



C.2.1. FAMILY AND COMMUNITY TIES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	ÁREA RESPONSABLE
2050108	Promote coexistence in Land-owning Communities within protected rehabilitation areas.	Surbisa
2030201	Develop initiatives in order to reinforce feminist and women's associative movements.	Equality, Cooperation and Coexistence, and Festivals
2040105	Community prevention and the empowerment of women in their intercultural diversity – Program: Woman, Health, and Violence.	Equality, Cooperation and Coexistence, and Festivals
2040110	Schedule activities within the neighborhood Public Areas to promote the interaction among citizens in terms of diversity.	Equality, Cooperation and Coexistence, and Festivals
2040111	Coexistence programs carried out in the neighborhoods.	Equality, Cooperation and Coexistence, and Festivals
2040113	Consider the Romani community as a group of interest in the ongoing programs and actions.	Equality, Cooperation and Coexistence, and Festivals
2040201	Reactivate the Interreligious Dialogue Roundtable.	Equality, Cooperation and Coexistence, and Festivals
5010104	Identify safety prevention tasks with citizens.	Citizen Security

NEW ACTIONS PROPOSED

ACTION: 037

Adapt the Anti-rumors Strategy to older people.

OBJECTIVE:

Recover the solidarity links in neighborhoods.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Equality, Co-operation, Coexistence, and Festivals.



ACTION: 038

Support Bilbao's local businesses and revitalize shopping areas located in Bilbao's neighborhoods as the driving force for revitalizing and uniting the neighborhoods where they are located.

OBJECTIVE:

Improve security conditions for older people.

RESPONSIBLE DEPARTMENT:

Bilbao Ekintza.

MILESTONES:

- Support entrepreneurs' initiatives in order to set up businesses.
- Support the City's Trade Associations.
- Include neighborhoods in campaigns and events aimed at revitalizing the existing businesses.
- Benefits for the promotion of businesses within Casco Viejo.

ACTIONS BY EXTERNAL AGENTS

THE BASQUE GOVERNMENT

Time Bank: It encourages neighbors to help each other to reinforce the social fabric of neighborhoods through the exchange of time in order to carry out daily tasks. There is an on-line platform at the disposal of all towns and agents for the management of Time Banks. At present, a pilot-test is being carried out in Ordizia.





C.2.2. CROSS-GENERATIONAL INTERACTIONS

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	ÁREA RESPONSABLE
3030201	Bilbao's Gaztegunes Network.	Youth and Sports

NEW ACTIONS PROPOSED

ACTION: 039 Inform on the type of users who share spaces at CMDs regarding days/hours.	RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Citizen Services, Participations & Districts. MILESTONES: 2018
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ACTION: 040 Cross-generational concert by music groups on the occasion of the 30th Edition of the Contest "Pop Rock Villa de Bilbao".	OBJECTIVE: Promote spaces to foster cross-generational encounters. RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Youth & Sports.
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ACTION: 041 Cross-generational Programs.	OBJECTIVE: Promote spaces to foster cross-generational encounters. RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action. MILESTONES: Irudi 2016-2017 Cinema Workshop.
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ACTIONS BY EXTERNAL AGENTS

IGURCO – IMQ GROUP

Cross-generational programs held by Igurco centers to promote the integration of older people by disclosing and telling their experiences to younger people by way of occupational workshops and talks held at schools, etc., in order to promote the active participation of this group of interest in our society and disseminate messages for future generations.



C.2.3. RESPECT, RECOGNITION AND SOCIAL INCLUSION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	ÁREA RESPONSABLE
2030103	Create networks in collaboration with the social agents and entities to prevent gender-based violence.	Equality, Cooperation and Coexistence, and Festivals
2030104	Initiatives and campaigns to promote the empowerment of women living in Bilbao in collaboration with Bilbao's Council for Women and Gender Equality.	Equality, Cooperation and Coexistence, and Festivals
2030106	Promote, recognize, and recover the Historical Memory of Women's Contribution.	Equality, Cooperation and Coexistence, and Festivals
2040104	Anti-rumors Strategy.	Equality, Cooperation and Coexistence, and Festivals
2050101	Deal and manage with conflicts of cohabitation in both the public and the private sectors, involving a potential risk to the public.	Citizen Security
2050104	Extend the conflict management teams to the new neighborhoods.	Citizen Security
2030301	Check and adapt the commitments contained in the Gender-based Violence Services Charter.	Equality, Cooperation and Coexistence, and Festivals
5010203	Promote self-protection among women regarding assault and battery, gender-based violence, etc.	Citizen Security

NEW ACTIONS PROPOSED

ACTION: 042

Bear In mind the integration of the age perspective into the city's business plans by studying and assessing future initiatives and services reinforcing the situation of older people in view of the business structure and needs of each area (age-friendly business hallmark, age-friendly business guide).

OBJECTIVE:

Reinforce the vision of the local businesses as a Social Support Network for older people.

RESPONSIBLE DEPARTMENT:

- Bilbao Ekintza.
- Bilbao's Trade Association.

MILESTONES:

Encounter spaces between public&private agents of the commercial sector.



ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Pensioner's Spokesman. CMB's spokesman is chosen by all the registered and retired doctors to represent them and deal with the problems brought forwards by such a groups of interest.

OSAKIDETZA - OSI BILBAO BASURTO

ELDER ABUSE DETECTION – currently being implemented.

THE BASQUE GOVERNMENT

“Legacy”: This initiative consists of a documentary containing the experiences lived by older people of the Basque Country with the purpose of conveying the cultural and intangible heritage of the Basque Country. These videos are at the disposal of all the agents to be shown at school, culture centers, libraries, etc.

<http://www.euskadilagunkoia.net/eu/ekimenak/6-errespetua-eta-barne-hartzea/ondarea>

Leaflet showing the motto, “Building up a friendly Basque Country with Dementia”: with the objective of raising public awareness for dementia and foster the appropriate treatment of these people in concrete situations. This leaflet was produced and disseminated in collaboration with the various Associations of Family Members of Alzheimer Patients based in the Basque Country and is available in all the cities.

http://www.euskadilagunkoia.net/images/21.09.2015_D%C3%ADa_Alzheimer/Dementia-folletoES5.pdf

ZUENTZAT

We are trying to achieve that both our team of professionals working directly with older people and the interns have a positive, unbiased viewpoint of the aging process, focusing on the possibilities and independence of that group of interest.

We also want to highlight that one condition contained in our internship program is that our interns must be interested in older people and have no previous experience thereof, or if they do have previous experience such experience is mostly related to dependency... giving them the possibility of having a more accurate picture of the aging process through the bulk of our work.



ECONOMIC INCLUSION

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- There must be programs to help us to better manage our pensions to cope with the daily life.
- No older person should be excluded from participating in activities due to economic reasons.
- There should be more opportunities for those older people who want to work, although it were within a different statutory social security scheme.

FRIENDLINESS INDICATORS

C.3.1. BASIC Economic Inclusion.

DEFINITION	FORMULA
<p>Nº 123</p> <p>ECONOMIC SAFETY</p> <p>WHO: % of older people who live at home and whose income is above the at-risk-of-poverty threshold.</p> <p>CURRENTLY USED: % of people aged 60 and over who enjoy the Basic Income Benefit.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % people aged 60 and over who enjoy the Basic Income Benefit.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.
<p>Nº 124</p> <p>MUNICIPAL SHELTLERS</p> <p>% of people aged 60 an over who spend the night at the municipal shelters.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 an over who spend the night at the municipal shelters.</p> <p>REFERENCE VALUE: % of people aged 60 an over who spend the night at the municipal shelters.</p>
<p>Nº 125</p> <p>BASIC FOOD</p> <p>% of people aged 60 and over who use the Food Banks and Caritas' Soup Kitchens.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Cáritas. • Food Bank. <p>UNIT: % of people aged 60 and over who use the Food Banks and Caritas' Soup Kitchens.</p> <p>REFERENCE VALUE: % of people aged 60 and over who use the Food Banks and Caritas' Soup Kitchens.</p> <p>VARIABLE EQUITY: Neighborhood.</p>

C.3.2. Economic Inclusion for the Development of Leisure Activities.

DEFINITION	FORMULA
<p>Nº 126</p> <p>ECONOMIC SAFETY</p> <p>WHO / CURRENTLY USED: % of older people stating their incomes are enough to satisfy their basic needs within the preceding 12 months, without any other public or private benefits.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people stating their incomes are enough to satisfy their basic needs within the preceding 12 months, without any other public or private benefits.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY: Neighborhood.</p>

C.3.2. Economic Inclusion for the Development of Leisure Activities.

DEFINITION	FORMULA
<p>Nº 127</p> <p>LEISURE</p> <p>% of people aged 60 and over stating they enjoy leisure activities at least once a week.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over stating they enjoy leisure activities at least once a week.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.

C.3.3. Economic Inclusion for Other Purposes.

DEFINITION	FORMULA
<p>Nº 128</p> <p>SAVINGS</p> <p>% of people aged 60 and over stating they save some money every month.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over stating they save some money every month.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY: Gender.</p>



C.3.1. BASIC ECONOMIC INCLUSION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010102	Evaluation of the economic impact.	Social Action
2010603	Social Emergency Benefits.	Social Action



C.3.2. ECONOMIC INCLUSION FOR THE DEVELOPMENT OF LEISURE ACTIVITIES

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Fee waiver. Retired doctors are exempt from paying their membership fee, although they maintain all their rights and enjoy all the services available at CMB. Among those rights, we may highlight that the such retired doctors have free medical prescriptions for life.



C.3.3. ECONOMIC INCLUSION FOR OTHER PURPOSES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2020501	Improve training and information for older people: Legal advisory service for older people without economic resources.	Social Action

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Assistance Benefits. Orphan older than 60. Payment of up to €711.00 monthly. Disabled doctor. Payment of up to €1,184.00 monthly for a Retired Doctor. Payment of up to €1,184.00 € monthly. Widowhood pension.





INFORMATION, COMMUNICATION Y PARTICIPATION

OLDER PEOPLE'S EXPECTATION IN THIS FIELD:

- A personal invitation should be sent to older people to promote and encourage their participation.
- Activities and events should be disseminated appropriately to reach older people via their usual information channels (radio, television, healthcare centers, neighborhood stores, pharmacies,..).
- The media should not show stereotyped images of older people but reflect the heterogeneous nature of this group of people.
- Such information should be broadcast through their favorite TV shows or information channels.
- Such information should be produced in a more age-friendly format.
- The information for older people should be easily identified.
- Such information should be more concise, including a contact telephone number to dispel any doubts.

FRIENDLINESS INDICATORS

C.4.1. Age-friendly format, Design, and Support.

DEFINITION	FORMULA
<p>Nº 129</p> <p>INTERNET CONNECTION</p> <p>WHO: % of older people who live at home with Internet connection.</p> <p>CURRENTLY USED: % of the surface area of the city covered with the municipal free WIFI zone.</p>	<p>SOURCE: Bilbao City Hall Department of Works & Services.</p> <p>UNIT: % of the surface area of the city covered with the municipal free WIFI zone.</p> <p>REFERENCE VALUE: Total surface area of the city.</p> <p>* There are a total number of 112 WIFI spots within a radius of action in excess of 109 yards over the total surface area of the city.</p>
<p>Nº 130</p> <p>INTERNET CONNECTION</p> <p>% of older people who state they use the Internet “A Lot” or “Too Much” on a scale from 0=Nothing - 5=Too Much</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who state they use the Internet “A Lot” or “Too Much” on a scale from 0=Nothing - 5=Too Much.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 131</p> <p>INFORMATION CHANNELS</p> <p>% of people aged 60 and over stating they have difficulty in finding information on municipal services, due to problems with the communication channels.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over stating they have difficulty in finding information on municipal services, due to problems with the communication channels.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (% of people interviewed).</p>
<p>Nº 132</p> <p>INFORMATION CHANNELS</p> <p>% of older people’s associations collaborating with Bilbao City Hall that have computers.</p>	<p>SOURCE: Department of Social Action.</p> <p>UNIT: % of older people’s associations collaborating with Bilbao City Hall that have computers.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao.</p>
<p>Nº 133</p> <p>INFORMATION CHANNELS</p> <p>% of older people’s associations collaborating with Bilbao City Hall holding Internet courses for their members.</p>	<p>SOURCE: Department of Social Action.</p> <p>UNIT: % of older people’s associations collaborating with Bilbao City Hall holding Internet courses for their members.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao.</p>
<p>Nº 134</p> <p>INFORMATION CHANNELS</p> <p>% of members aged 65 and over taking part in the Internet training workshops held by older people’s associations collaborating with Bilbao City Hall.</p>	<p>SOURCE: Department of Social Action.</p> <p>UNIT: % of members aged 65 and over taking part in the Internet training workshops held by older people’s associations collaborating with Bilbao City Hall.</p> <p>REFERENCE VALUE: Total number of members aged 65 and over.</p>

C.4.1. Age-friendly format, Design, and Support.

DEFINITION	FORMULA
<p>Nº 135</p> <p>INTERNET CONNECTION</p> <p>WHO /CURRENTLY USED: % of older people stating they have an Internet connection at home.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people stating they have an Internet connection at home.</p> <p>REFERENCE VALUEA: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p>

C.4.2. Information.

DEFINITION	FORMULA
<p>Nº 136</p> <p>INFORMATION AVAILABLE</p> <p>WHO: Available local sources providing information on health problems and referral services, especially over the phone.</p> <p>CURRENTLY USED: % of districts that have local sources providing information on health problems and referral services, especially over the phone and online.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Social Action. • Bilbao City Hall Department of Health and Consumer's Services. • Osakidetza <p>UNIT: % of districts that have local sources providing information on health problems and referral services, especially over the phone and online.</p> <p>REFERENCE VALUE: 8 Municipal Districts.</p>
<p>Nº 137</p> <p>AVAILABLE INFORMATION</p> <p>WHO / CURRENTLY USED: % of older people stating there are local sources informing them about health problems and the services available.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people stating there are local sources informing them about health problems and the services available.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p>

C.4.3. Citizen Satisfaction.

DEFINITION	FORMULA
<p>Nº 138</p> <p>PARTICIPATING IN THE LOCAL DECISION-MAKING PROCESSES</p> <p>WHO / CURRENTLY USED: % of older people taking part in the decision-making processes regarding political, economic, and social issues which are relevant to the community.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people taking part in the decision-making processes regarding political, economic, and social issues, which are relevant to the community.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.
<p>Nº 139</p> <p>SUGGESTION BOX</p> <p>% of people aged 60 and over participating in the different Municipal and district councils.</p>	<p>SOURCE: Department of Citizen Services, Participation & Districts.</p> <p>UNIT: % of people aged 60 and over participating in the different Municipal and district councils.</p> <p>REFERENCE VALUE: Total number of people participating in the Municipal and District Councils.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.
<p>Nº 140</p> <p>SUGGESTION BOX</p> <p>% of people aged 60 and over who know how to make a suggestion or file a complaint at Bilbao City Hall.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over who know how to make a suggestion or file a complaint at Bilbao City Hall.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p>
<p>Nº 141</p> <p>PARTICIPATING IN THE LOCAL DECISION-MAKING PROCESSES</p> <p>WHO: % of older people entitled to vote in the recent local and/or national elections.</p> <p>CURRENTLY USED: % of Spanish older people entitled to vote in the recent local and/or national elections.</p>	<p>SOURCE: Census & Voter Lists.</p> <p>UNIT: % of older people entitled to vote in the recent local and/or national elections.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p>



C.4.1. AGE-FRIENDLY FORMAT, DESIGN, AND SUPPORT

NEW ACTIONS PROPOSED

ACTION: 043

Redesigning the existing logo B+60 to be easily identified.

OBJECTIVE:

Make information and communication means more accessible to older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

2017

ACTION: 044

Proposal for a design identifying easily any kind of information addressed to older people.

OBJECTIVE:

Facilitate older people the identification of those initiatives addressed to them.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

ACTION: 045

Include in each copy of Periódico Bilbao (Bilbao Newspaper) at least an article addressed to people aged 60 and over.

OBJECTIVE:

Make information and communication means more accessible to older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Age-friendly web pages and other information media. Both the CMB web page and other information media run by CMB are designed and devised in a friendly way for older people and people with disabilities.

BISCAY ASSOCIATION OF PHYSICIANS (COFBI)

Respectful, friendly, and warm treatment. Detailed explanations on products and medicines



SUSPERGINTZA / EDE FOUNDATION

- Direct personalized user service.
- Friendly and warm treatment.
- Documentation adapted to the group of interest (synthesized through a simple language avoiding technicalities,.)
- Font size of the documentation, assessment questionnaires, etc. to be delivered.
- Simple graphic Power Point presentations to support the different group sessions.
- Implement such actions at the reference venues, in order to facilitate participation.

ZUENTZAT

Develop aged-friendly materials, avoiding content and/or materials for children, by focusing on dedicated training by way of Easy Reading.

ZAINTEA

- Direct personalized user service.
- Telephone and face-to-face assistance.
- Friendly and warm treatment.
- Documentation adapted to the people who come to the center (synthesized, easy reading, avoiding technicalities,..)
- Font size of the documentation, assessment questionnaires, etc. to be delivered.
- Simple graphic Power Point presentations to support the different group sessions.

C.4.2. INFORMATION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
4010603	Promote communication and dissemination of cultural programs.	Culture
2040112	Inform on the municipal policy regarding interculturality.	Equality, Cooperation and Coexistence, and Festivals

NEW ACTIONS PROPOSED

ACTION: 046

At pharmacies and hairdressers', there should be a piece of furniture designed for older people on which to leave information.

OBJECTIVE:

Promote information channels adapted to the characteristics and diversity of older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

ACTION: 047

Include an access map to CMD in the publications announcing municipal courses and workshops held in the city.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

MILESTONES:

2018



THINGS TO BEAR IN MIND WHILE RUNNING INFORMATION CAMPAIGNS:

- Prioritize the places where to fix information (places where older people go): civic centers, associations, and ambulatories.
- Sectoral mailing as the most efficient way to reach all homes.
- News in Infobilbao & Periódico Bilbao.
- Display friendly texts.
- Onda Vasca + Telebilbao broadcast information addressed to older people, although they should be more attractive and useful in order to inform the citizens.
- Optimize Older People's Associations as a method of information dissemination.
- Recover traditional communication formats (letters, phone calls, press information, etc.).





LEISURE ACTIVITIES AND TRAINING

OLDER PEOPLE'S EXPECTATIONS IN THIS FIELD:

- Availability of more varied leisure activities around their homes. Activities promoting their integration into the community by way of age groups and cultures.
- Older people should be invited to take part in programs addressed to children and teenagers.
- An effort should be made to include isolated older people, for instance, via phone calls or personalized visits.
- Older people in a situation of "Exclusion" should be identified in order to find a solution.
- The events held in the city must be accessible and well propagated to make older people's attendance easy.
- The events and activities programs held in the city should also cater to older people's likes and interests.

FRIENDLINESS INDICATORS

C.5.1. Socio-cultural Activities.

DEFINITION	FORMULA
<p>Nº 142</p> <p>PARTICIPATING IN SOCIO-CULTURAL ACTIVITIES</p> <p>WHO / CURRENTLY USED: % of people aged 60 and over participating in socio-cultural activities, at least once in the previous week.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of people aged 60 and over participating in socio-cultural activities, at least once in the previous week.</p> <p>REFERENCE VALUE: Representative sample of people aged 60 and over living in Bilbao (Total number of people interviewed).</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of activity.
<p>Nº 143</p> <p>PARTICIPATING IN SOCIO-CULTURAL ACTIVITIES</p> <p>WHO: % of older people among the visitors registered at the local centers and cultural activities.</p> <p>CURRENTLY USED: % of people who hold museum membership and local library cards, and/or participate in some of the main cultural activities held in some of the facilities located in the city.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Municipal Sports Institute, Bilbao Kirolak. • Department of Citizen Affairs, Participation & Districts. • Arriaga Theater. • Network of Municipal Libraries. • Bilbao City Hall Department of Participation & Districts. <p>UNIT: % of people who hold museum membership and local library cards, and/or participate in some of the main cultural activities held in some of the facilities located in the city.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p>

C.5.2. Sports Activities & Physical Exercise.

DEFINITION	FORMULA
<p>Nº 144</p> <p>PARTICIPATING IN A RECREATIONAL PHYSICAL ACTIVITY GROUP</p> <p>WHO: % of older people who are members of an independent or institutional group practicing recreational physical activities.</p> <p>CURRENTLY USED: % of older people who are members of an independent or institutional group practicing recreational physical activities.</p>	<p>SOURCE:</p> <ul style="list-style-type: none"> • Bilbao City Hall Department of Health & Consumer Services. • Department of Citizen Affairs, Participation & Districts. • Bilbao City Hall Department of Health & Consumer Services. <p>UNIT: % of older people who practice sports at municipal facilities and through programs.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.

C.5.2. Sports Activities & Physical Exercise.

DEFINITION	FORMULA
<p>Nº 145</p> <p>PARTICIPATING IN A RECREATIONAL PHYSICAL ACTIVITY GROUP</p> <p>% of older people who participate in INDIVIDUAL recreational physical activities.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who participate in INDIVIDUAL recreational physical activities.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of activity.
<p>Nº 146</p> <p>PARTICIPATING IN A RECREATIONAL PHYSICAL ACTIVITY GROUP</p> <p>% of older people aged 60 and over who hold a Bilbao Kirolak membership card (Municipal Sports Facility).</p>	<p>SOURCE: Bilbao Kirolak (Municipal Sports Institute).</p> <p>UNIT: % of older people aged 60 and over who hold a Bilbao Kirolak membership card (Municipal Sports Facility).</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.
<p>Nº 147</p> <p>PARTICIPATING IN CONTINUING TRAINING</p> <p>WHO / CURRENTLY USED: % of older people who participate in a recreational physical activity GROUP.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people who participate in a recreational physical activity GROUP.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of activity.

C.5.3. Promoting Participation & Dealing with Isolation.

DEFINITION	FORMULA
<p>Nº 148</p> <p>RIESGO DE AISLAMIENTO</p> <p>% of older people aged 60 and over in a situation of isolation detected by the Program "Mirada Activa" (Active Look).</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people aged 60 and over in a situation of isolation detected by the Program "Mirada Activa" (Active Look).</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.

C.5.4. Education.

DEFINITION	FORMULA
<p>Nº 149</p> <p>PARTICIPATING IN CONTINUING EDUCATION</p> <p>WHO: % of older people attending formal and / or non-formal training & educational activities last year.</p> <p>CURRENTLY USED: % of people aged 60 and over enrolled in the University of the Basque Country.</p>	<p>SOURCE: UPV - EHU (University of the Basque Country)</p> <p>UNIT: % of people aged 60 and over enrolled in the University of the Basque Country</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age
<p>Nº 150</p> <p>PARTICIPATING IN CONTINUING EDUCATION</p> <p>% of people aged 60 and over enrolled in the “Schools of Experience” organized by the University of the Basque Country.</p>	<p>SOURCE: UPV - EHU (University of the Basque Country)</p> <p>UNIT: % of people aged 60 and over enrolled in the “Schools of Experience” organized by the University of the Basque Country.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age.
<p>Nº 151</p> <p>TRAINING COURSES</p> <p>% of older people participating in voluntary training activities, at least once in the last month.</p>	<p>SOURCE: Survey implemented by Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of older people participating in voluntary training activities, at least once in the last month.</p> <p>REFERENCE VALUE: Total number of people aged 60 and over.</p> <p>VARIABLE EQUITY:</p> <ul style="list-style-type: none"> • Gender. • Age. • Type of activity.

C.5.5. Asequibilidad y accesibilidad de las actividades.

DEFINITION	FORMULA
<p>Nº 152</p> <p>SUBSIDIZED ACTIVITIES</p> <p>% of fully subsidized municipal leisure & training programs and activities devised for people aged 60 and over.</p>	<p>SOURCE: Different Bilbao City Hall Departments:</p> <ul style="list-style-type: none"> • Department of Social Action. • Department of Youth and Sports. • Department of Citizen Affairs, Participation and Districts. • Department of Equality, Co-operation, Coexistence, and Festivals. • Department of Health & Consumer Services. <p>UNIT: % of fully subsidized municipal leisure & training programs and activities addressed to people aged 60 and over.</p> <p>REFERENCE VALUE: Total number of municipal leisure programs & activities, and training devised for people aged 60 and over.</p>

C.5.6. Spaces & Equipment.

DEFINITION	FORMULA
<p>Nº 153</p> <p>SUBSIDIZED ACTIVITIES</p> <p>% of Older People's Associations located within municipal spaces.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of Older People's Associations located within municipal spaces.</p> <p>REFERENCE VALUE: Total number of older people's associations.</p>
<p>Nº 154</p> <p>SUBSIDIZED ACTIVITIES</p> <p>% of money spent on the maintenance and acquisition of equipment for older people's associations collaborating with Bilbao City Hall.</p>	<p>SOURCE: Bilbao City Hall Department of Social Action.</p> <p>UNIT: % of money spent on the maintenance and acquisition of equipment for older people's associations collaborating with Bilbao City Hall.</p> <p>REFERENCE VALUE: % of capital spent on Older People's Associations by the Department of Social Action.</p>



C.5.1. SOCIO-CULTURAL ACTIVITIES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
1050202	Tourist, leisure, and cultural information for residents of Bilbao.	Bilbao Ekintza
4010601	Set up a stable, diverse, and wide range of cultural events.	Culture
4030101	Aste Nagusia.	Equality, Cooperation and Coexistence, and Festivals

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Cultural tours and visits. CMB organizes several socio-cultural activities for all the doctors, especially for the retired chartered ones. Several visits to the Arriaga Theater, Bilbao City Hall, etc., have been organized recently.

IGURCO – IMQ GROUP

Programs for promoting the participation of members of our centers and their families and people in general in community recreational activities (e.g. organizing creative writing, drawing & painting, Christmas decorations, and photography contests,...): “Nosotros También” (We Too) program.

LA FUNDICIÓN

- SPECTATORS WORKSHOP (in order to disseminate, know, and talk about issues, trades, and characters related to the entertainment and performing arts).
- Theater and Dance program.
- Meeting the actors and actresses after the performance.
- Amateur Theater.

SUSPERGINTZA / EDE FOUNDATION

Nagusi Bizi Program: A program targeting the promotion of Active Aging by working different aspects, e.g. health, leisure, new technologies, culture, etc.



C.5.1. SOCIO-CULTURAL ACTIVITIES

THE RED CROSS

ACTIVE AGING-RELATED PROJECTS

- Healthy aging, socio-cultural activities, promoting volunteering among older people.
- Promote leisure time activities: e.g. trekking, relaxation, crafts, ...etc.
- Environmental activities: "moving along the river", major environmental promoters.
- New technologies-related activities: Tablet & Smartphone courses.
- PUNTUAN: the Red Cross collaborates with this project rewarding healthy lifestyle, which in turns favors active aging.

KUTXABANK - BBK

BBK EXHIBITION HALL. It was opened in 2010 with the purpose of becoming the cultural and social reference venue in the center of Bilbao.

GUGGENHEIM MUSEUM BILBAO. Desde 1997 BBk es Patrono estratégico, ha hecho posible tanto el desarrollo de proyectos generales del museo como el diseño de programas educativos dirigidos a escolares, educadores, estudiantes Universitarios de Postgrado, familias, colectivos sociales desfavorecidos y público en general.

BILBAO FINE ARTS MUSEUM. The BBK Foundation is in charge of financing all the programs for schools, families, and the general public that pay a visit to Bilbao Fine Arts Museum. Besides, both entities collaborate with the organization of exhibitions held at the BBK Exhibition Hall.

AZKUNA ZENTROA. MEDiateka BBK is in line with the philosophy for the promotion of culture and the creativity of the BBK Foundation that fully supports all the socio-cultural programming and the various leisure activities the said BBK Foundation organizes.

COLLABORATING WITH OTHER TYPE OF ENTITIES. Arriaga Theater, Bilbao Symphony Orchestra , ABAO, Bilbao SociAge Choral, Biscay Federation of Choirs, Euskadi Symphony Orchestra, Joven Orquesta de Euskadi, Fundación Bilbao Arte, University of Deusto, Ibilaldi, Ballets Olaeta, Bilbao Argazki, Elai-Alai...

THE BASQUE LANGUAGE

Collaborate with Euskaltzaindia and Labayru to promote the use of the Basque Language.
Collaborate with Durango Fair.

BBK 60 Activity Programming. 2015 / 2016 Course

The Program of Activities BBK presents for the next course 2015/2016 focuses on the following aspects: Well-being & Personal Growth, Culture, Artistic Expression, Gastronomy, Languages, Music and the New Technologies. It comprises a wide range of activities in order to promote active and healthy recreational activities whose practical content is aimed at providing the individual with practical tools to promote his own personal growth. This program is aimed at BBK clients aged 60 and over.

The different activities are performed at the following venues:

- BBK Centers.
- At several specialized schools and centers.
- Associations and organizations based In Biscay collaborating with BBK offer their members different activities, as follows.



C.5.2. SPORT ACTIVITIES OR PHYSICAL EXERCISE

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
1050504	Local sports: herri kirolak, pelota, rowing.	Youth and Sports
2020304	Promote physical activity and sports among older people within the Sports Strategy Plan carried out in Bilbao.	Youth and Sports
2020303	A great number of active leisure activities.	Social Action
7010402	New cycling routes and lanes.	Motor Vehicles, Transportation, and Environment
7010403	Parking areas for bicycles available.	Motor Vehicles, Transportation, and Environment
7010405	More share bike service places available.	Motor Vehicles, Transportation, and Environment
7010406	Bike share scheme management.	Motor Vehicles, Transportation, and Environment
8030102	Dancing.	Equality, Cooperation and Coexistence, and Festivals
4020101	Produce and develop the Sports Strategic Plan.	Youth and Sports
6020105	Support and encourage people to practice sports within the Green Ring Zone.	Youth and Sports
9010606	Sports in Basque.	Youth and Sports

ACTIONS BY EXTERNAL AGENTS

LA FUNDICIÓN

Mild physical exercise.



C.5.3. PROMOTING PARTICIPATION AND DEALING WITH ISOLATION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2020202	Support elderly people who are in a situation of isolation – "Mirada Activa" program.	Social Action

NEW ACTIONS PROPOSED

<p>ACTION: 048</p> <p>Tutorial video for older grown-ups showing how to use cell-phones and some useful applications.</p>	<p>OBJECTIVE: Increase distance training programs and opportunities.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action.</p>
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<p>ACTION: 049</p> <p>Reformulation of the "Mirada Activa" program.</p>	<p>OBJECTIVE: Increase distance training programs and opportunities.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Social Action.</p> <p>MILESTONES: Set up the 2017 Mirada Activa program.</p>
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ACTIONS BY EXTERNAL AGENTS

IGURCO - IMQ GROUP

Collaborating with municipal organizations in the Mirada Activa Project in order to detect and identify the isolation and/or abandonment of seniors.

OSAKIDETZA - OSI BILBAO BASURTO

Participate in the “Mirada Activa” program as a detector of isolation among seniors.

ZUENTZAT

Participate actively, along with older people from different organizations and institutions, in work-teams, commissions, specific intervention programs: Bilbao City Hall: “Mirada Activa” program.

RADIO POPULAR

The majority of our listeners focus on what we could call the public objective of older grown-ups. The unusual feature of generalist radio stations is that most of their listeners are adults.

In the case of our radio station, Radio Popular – Herri Irratia, in addition to including issues dealing with sensitive problems specially affecting older people (health, recreational and cultural activities,...) we also have collaborators and guests who are about to retire or are “actively” enjoying their retirement, thus their viewpoints on some pieces of news or even the thematic focus of their comments is related to the generation they belong to.

SUSPERGINTZA ELKARTEA

Assist people under the auspices of ITB who live in their homes and patients who are hospitalized at Zaldibar and Bermeo hospitals, as well as residents of gerontology centers

Individual assistance programs in accordance with the interests and needs of the person assisted and/or their custodians. If possible, such programs are aimed at revitalizing the time of those people by means of recreational activities chosen by the person in question in order to have a good time and prevent social isolation and the feeling of isolation.

Support measures in accordance with their needs, e.g. help them with some paperwork, go with them to the doctor’s, etc.

Programs for developing active aging devised for Older People’s Associations in order to promote participation and healthy lifestyles among seniors.



C.5.4. EDUCATION

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2010807	Socio-educational actions performed with older grown-ups.	Social Action
2010901	Street socio-educational actions for homeless people.	Social Action
2020404	In collaboration with the Senior Citizens University.	Social Action
9010602	Promote the use of the Basque Language by associations in order to foster the use of the Basque Language throughout Bilbao.	Basque Language and Education
9010603	Establish agreements with relevant organizations based in the City of Bilbao encouraging the social use of the Basque language in their respective fields of work.	Basque Language and Education
9010608	Mintzakide – Basque practical experience according to affinities.	Basque Language and Education

NEW ACTIONS PROPOSED

<p>ACTION: 050</p> <p>Programs for the promotion of independence, especially for men. Workshops on “Domestic Skills for Men” at CMDs via Participation.</p>	<p>OBJECTIVE: Encourage seniors to be responsible for their own aging process.</p> <p>ÁREA RESPONSABLE: - Bilbao City Hall Department of Social Action. - Bilbao City Hall Department of Citizen Service, Participation, and Districts.</p>
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<p>ACTION: 051</p> <p>Inform the KZgune organizations the chance to teach specific courses for seniors.</p>	<p>OBJECTIVE: Promote initiatives aimed at reducing the digital divide among older people.</p> <p>RESPONSIBLE DEPARTMENT: Bilbao City Hall Department of Citizen Service, Participation, and Districts.</p>
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ACTION: 052

Older People's Associations should play a proactive role so that their member may use the new technologies.

OBJECTIVE:

Promote initiatives aimed at reducing the digital divide among older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

ACTION: 053

Specialized volunteers to visit isolated seniors in order to train them in the use of the new technologies, e.g. cell-phone, computer.

OBJECTIVE:

Promote initiatives aimed at reducing the digital divide among older people.

RESPONSIBLE DEPARTMENT:

Bilbao City Hall Department of Social Action.

ACTIONS BY EXTERNAL AGENTS

SUSPERGINTZA / FUNDACION EDE

Programs for the revitalization and active aging aimed at seniors in general and Older People's Associations in particular.

Courses, workshops, and lectures held at the BBK Centers:

- Lectures on active aging.
- Workshop on cell-phone operation.
- Workshop on healthy lifestyles.

KUTXABANK - BBK

SCHOOLS OF EXPERIENCE. A project run by the University of the Basque Country, and as such, seniors take part in its basic content in order to disseminate the university culture throughout the Basque Country

The first steps were taken at the Biscay campus, and for that purpose, we had the close co-operation of Bilbao Bizkaia Kutxa (BBK). All this resulted in the rehabilitation and a 25-year-agreement transfer of the old building housing the Bank of Spain located in Casco Viejo.

Up to now, thirteen promotions have graduated in Social and Human Sciences.

ZAHARTZAROA

ZahartzarOA welcomes seniors to attend our workshops and congresses, by promoting the participation of that group of interest. Thus, we would like to empower and help older people to live independently, as well as we sensitize and increase the awareness of professionals who are part of our society and participate in our workshops and congresses on the empowerment of older people.



C.5.5. AFFORDABLE AND ACCESSIBLE ACTIVITIES

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
4011002	Provide a wide range of pro bono cultural activities.	Culture
8030103	Increase decentralized cultural programs.	Culture

ACTIONS BY EXTERNAL AGENTS

BISCAY ASSOCIATION OF PHYSICIANS (CMB)

Doctor Mateos Home. Vacation Hotel-Home in San Juan de Alicante where retired doctors enjoy some very special conditions, e.g. long stays at an affordable price.

KUTXABANK - BBK

HONDARTZA DENONTZAT. Program for people with disabilities who want to enjoy the beach.





C.5.6. SPACES & EQUIPMENT

CURRENTLY USED ACTIONS

CODE INCLUDED IN THE LOCAL GOVERNMENT'S PLAN	ACTION	RESPONSIBLE DEPARTMENT
2020301	Support older people centers.	Social Action

