

**Evaluation of the Action Plan for An  
Age-Friendly Busan Metropolitan City,  
Phase 1(2016 ~ 2018)**

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**BUSAN METROPOLITAN CITY**  
(Welfare & Health Bureau)



# Table of Contents

<b>Chapter 1 Overview of the Evaluation of the Project for an Age-Friendly Busan Metropolitan City</b>	<b>08</b>
1. Basis of the Evaluation .....	08
2. Purpose of the Evaluation .....	08
3. Evaluation Details and Method .....	08
<b>Chapter 2 Basic Plan for Elderly Welfare to Develop a WHO Age-Friendly Busan Metropolitan City</b>	<b>09</b>
1. Background of Registration In the Age-Friendly City Network .....	09
2. Process of Establishing the Plan .....	14
<b>Chapter 3 Action Plan for Developing an Age-Friendly Busan Metropolitan City</b>	<b>20</b>
1. Action Plan for Developing an Age-Friendly Busan Metropolitan City .....	20
2. Action Plan Characteristics .....	35
<b>Chapter 4 Evaluation of the Implementation of the First Stage of an Age-Friendly Busan Metropolitan City</b>	<b>40</b>
1. Elderly Welfare in the First Stage and Budget Trends .....	40
2. Comprehensive Evaluation .....	41
3. Evaluation of the Process of Fulfilling eight Domains .....	49
4. Qualitative Evaluation of the Success in Eight Domains .....	80
<b>Chapter 5 Proposal for the second Stage Plan for Handling a Super-Aged Society</b>	<b>110</b>
1. Domains and Detailed Proposal for the Second Stage of the Age-Friendly City .....	110
2. Vision and Goals for the Second Stage of the Age-Friendly Busan Metropolitan City .....	112
3. Proposals for the Second Stage of the Plan for an Age-Friendly City .....	116
<b>References</b>	<b>121</b>

## List of Tables

[Table II-1] Status of the National Elderly Population .....	9
[Table III-2] Fields and Detailed Goals for an Age-friendly Busan .....	21
[Table III-3] Guidelines for an age-friendly Busan .....	22
[Table III-4] Budget for the First Stage of the Plan .....	34
[Table III-5] Departments that Form a Cooperative System to Develop an Age-friendly Busan .....	35
[Table IV-6] Elderly Welfare in Busan Metropolitan City and Budget Change Trends (2016-2018) .....	40
[Table IV-7] Progress of the First Stage of the Plan .....	41
[Table IV-8] Changes in Living Conditions (Overall Living Conditions), 2017 .....	46
[Table IV-9] Changes in Living Conditions (Health and Medical Services), 2017 .....	46
[Table IV-10] Changes in Living Conditions (Social Security System) 2017 .....	47
[Table IV-11] Changes in Living Conditions (Culture and Leisure), 2017 .....	48
[Table V-12] Importance of Nine Domains During the Second Survey .....	111
[Table V-13] Detailed Goals for Each of the Five Fields .....	113

## List of Figures

[Figure II-1] Trends of changes in Busan's population .....	10
[Figure II-2] Changes in the elderly support rate .....	11
[Figure II-3] Prospect of the proportion of one-person households in Busan .....	11
[Figure II-4] Status of welfare recipients in Busan .....	12
[Figure II-5] Status of welfare budget in Busan .....	13
[Figure II-6] Process of Promotion an Age-Friendly Busan Metropolitan City .....	15
[Figure III-7] Vision System for an Age-Friendly Busan .....	20
[Figure III-8] Evaluation System for an Age-Friendly Busan .....	37
[Figure IV-9] Elderly Welfare in Busan Metropolitan City and Budget Trends (2016-2018) .....	40
[Figure V-10] Five Subdomains in an Age-friendly Busan Metropolitan City .....	113
[Figure V-11] Second Vision and Goals for an Age-Friendly Busan Metropolitan City .....	116





Part1. Evaluation of the Project for An  
Age-Friendly Busan Metropolitan City

┆ **Chapter 1** ┆

**Overview of the Evaluation of the  
Project for an Age-Friendly  
Busan Metropolitan City**

┆ **Chapter 2** ┆

**Basic Plan for Elderly Welfare to Develop a  
WHO Age-Friendly Busan Metropolitan City**

Social Welfare Bureau in Busan City Government



## Chapter 1 : Overview of the Evaluation of the Project for an Age-Friendly Busan Metropolitan City

### 1. Basis of the Evaluation

Register with WHO as an age-friendly city and undergo an evaluation of the success of the first basic plan for an age-friendly Busan (2016-2018) by member cities in relevant networks

### 2. Purpose of the Evaluation

Retain qualifications as a WHO age-friendly city

- Undergo evaluation procedures to retain qualifications as a member of the WHO age-friendly city network

Conduct an evaluation to establish the second basic plan for elderly welfare in an age-friendly Busan

- Propose a direction for the second stage plan through an objective evaluation of the process, details, and outcomes of the first stage plan and the project it produced

### 3. Evaluation Details and Method

Configure evaluation groups for each domain

- The 3rd party evaluation will be performed by an evaluation group that includes experts in the fields of environment, welfare, and medicine

General evaluation of the plan by expert groups

- Evaluate the appropriateness of guidelines for both an age-friendly Busan and WHO age-friendly cities
- Evaluate the first plan's compliance with the guidelines
- Evaluate the need for eight domains in an age-friendly Busan
- Examine the appropriateness of the detailed objectives in each domain
- Evaluate the appropriateness of the details of specific projects and systems
- Evaluate the sustainability of the specific projects in each domain

Conduct quantitative and qualitative evaluations

- Evaluate results and outcomes from the 1st project
- Distribute surveys to users to gather data regarding the status of seniors in Busan and users' sense of policy impacts the project has had (1,000 survey respondents)

Propose a direction for the second plan

- Propose domains for the second plan and directions for Busan as it becomes an aging-society



## Chapter 2 : Basic Plan for Elderly Welfare to Develop a WHO Age-Friendly Busan Metropolitan City

### 1. Background of Registration In the Age-Friendly City Network

#### 1) Background of Registration

#### (1) Background of Establishing the Plan

##### A. Rapid Population Aging

- Estimations of the future population of South Korea show that the elderly population will continue to rise; by the year 2022, over 20% of the entire population will be 65 years of age or older, indicating that Korea will become a super-aged society.
- Busan has a total population of 3,551,507 people, with an elderly population of 518,638 (14.60%). This is the highest population among all metropolitan cities in Korea (the national average is 12.96%) and is higher than that of Daegu 12.69%, Seoul 12.37%, Gwangju 11.25%, Incheon 10.57%, Daejeon 10.87%, and Ulsan 8.69%.
- Aging Index: 126.78 ► Highest out of all metropolitan cities in Korea and the 5<sup>th</sup> in the nation

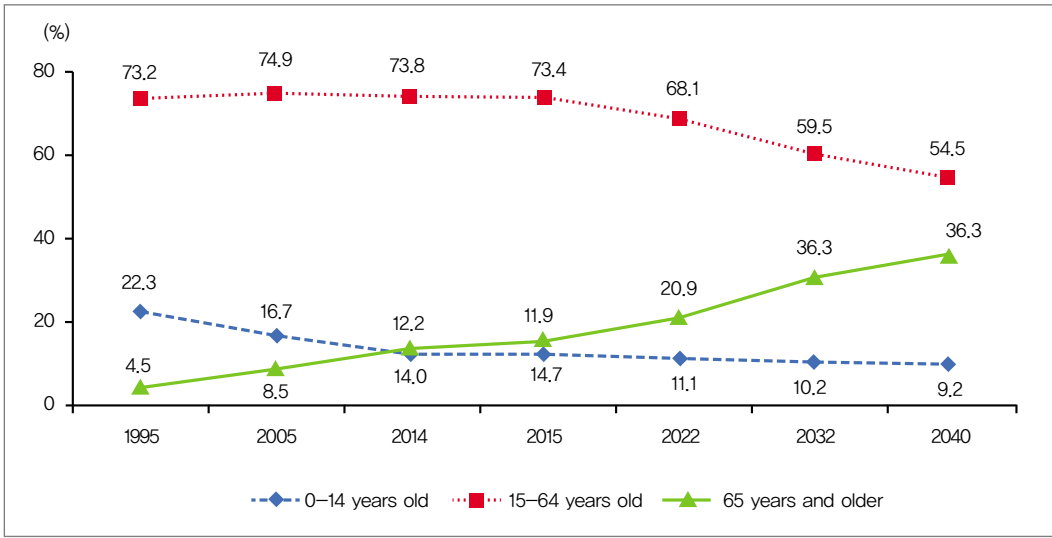
[Table II-1] Status of the National Elderly Population (As of end of February 2016)

City	Total Population			Elderly population 65 years or older	Elderly Population ratio (%)	Population 0-14 years	Aging Index
	Total	Korean	Foreigners				
Total	52,646,940	51,555,409	1,091,531	6,820,706	12.96	7,025,343	97.09
Seoul	10,280,621	10,014,261	266,360	1,271,408	12.37	1,190,951	106.76
Busan	3,551,507	3,513,192	38,315	518,638	14.60	409,071	126.78
Daegu	2,511,792	2,486,589	25,203	318,779	12.69	327,484	97.34
Incheon	2,983,919	2,928,596	55,323	315,278	10.57	409,527	76.99
Gwangju	1,489,217	1,472,153	17,064	167,610	11.25	225,613	74.29
Daejeon	1,533,374	1,517,716	15,658	166,629	10.87	222,773	74.80
Ulsan	1,199,028	1,173,143	25,885	104,138	8.69	173,685	59.96
Sejong	222,827	220,108	2,719	22,817	10.24	44,869	50.85
Gyeonggi Province	12,903,564	12,551,398	352,166	1,329,878	10.31	1,899,607	70.01
Gangwon Province	1,562,459	1,548,016	14,443	262,905	16.83	194,989	134.83
North Chungcheong Province	1,614,481	1,583,781	30,700	236,154	14.63	217,548	108.55
South Chungcheong Province	2,134,598	2,080,030	54,568	342,768	16.06	297,277	115.30



North Jeolla Province	1,892,620	1,867,534	25,086	335,120	17.71	250,841	133.60
South Jeolla Province	1,933,954	1,905,700	28,254	393,058	20.32	244,280	160.90
North Gyeong-sang Province	2,748,860	2,701,055	47,805	481,957	17.53	338,541	142.36
South Gyeong-sang Province	3,442,473	3,364,695	77,778	467,045	13.57	480,285	97.24
Jeju Special Self-Governing Province	641,646	627,442	14,204	86,524	13.48	98,002	88.29

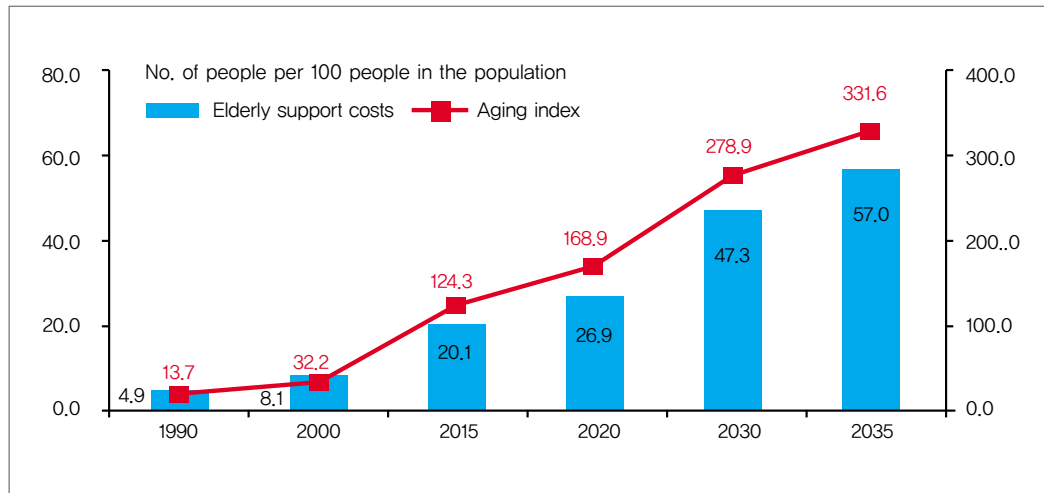
[Figure II-1] Trends of changes in Busan’s population



Source: Statistics Korea (2015). Busan Elderly Statistics

**B. Decrease in productive population and increase in support rate for senior citizens**

- The low productive population ratio and high elderly population ratio create a relatively high rate of support and aging index, which will lead to an unfavorable population structure
- As of 2014, the elderly support rate in Busan was 18.9, meaning the number of seniors that require support per 100 productive individuals (15-64 years of age) was 18.9 people. By 2029, it is expected that the elderly support rate will rise to 45.0, which suggests that for every 2.2 productive individuals there will be 1 senior citizen who requires support.

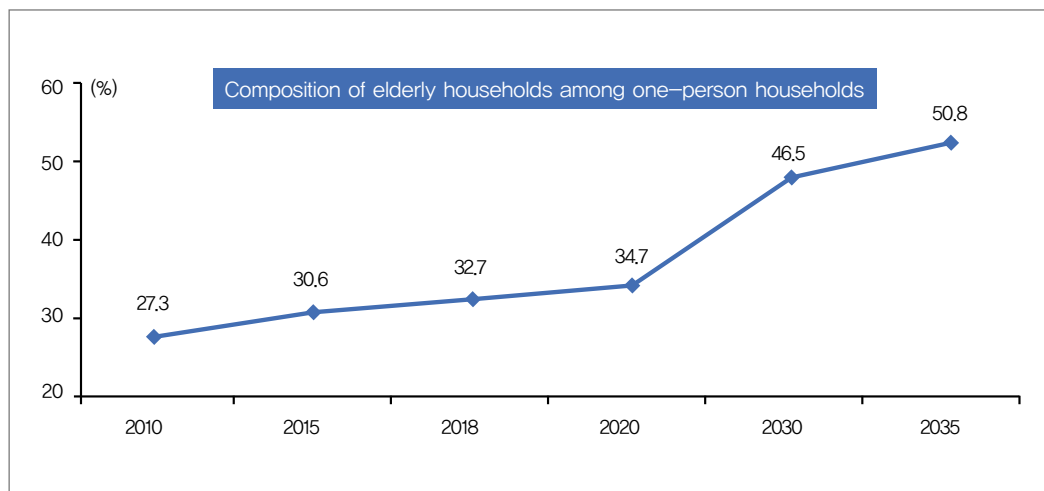


[Figure II-2] Changes in the elderly support rate

Source: Statistics Korea (2014). Busan Elderly Statistics

### C. Increase in one-person senior households

- In 2014, one-person households composed 26.4% of the population in Busan ([Figure II-2]). Of these households, there were 102,000 seniors aged 65 or older living alone as the head of the household, which is 29.9% of all one-person households.
- The proportion of senior citizens living alone rises every year, and this ratio is expected to reach 50.8% by the year 2035. Seniors living alone account for up to 35% of households in which the head of the household is 65 years of age or older.



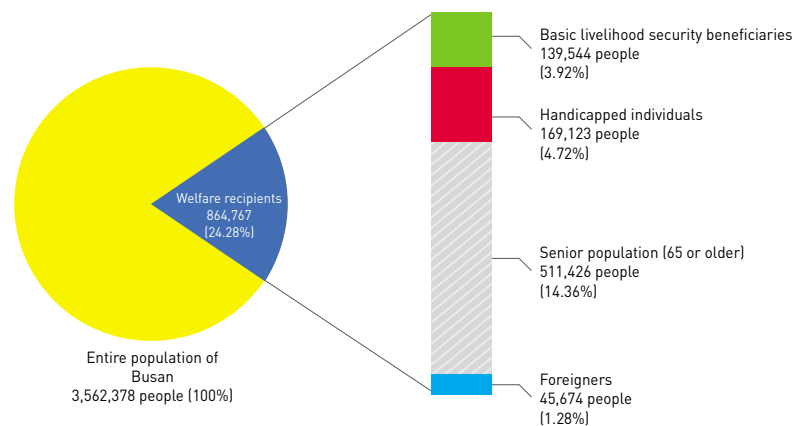
[Figure II-3] Prospect of the proportion of one-person households in Busan

Source: Statistics Korea (2014). Busan Elderly Statistics



D. Continual rise in elderly welfare costs

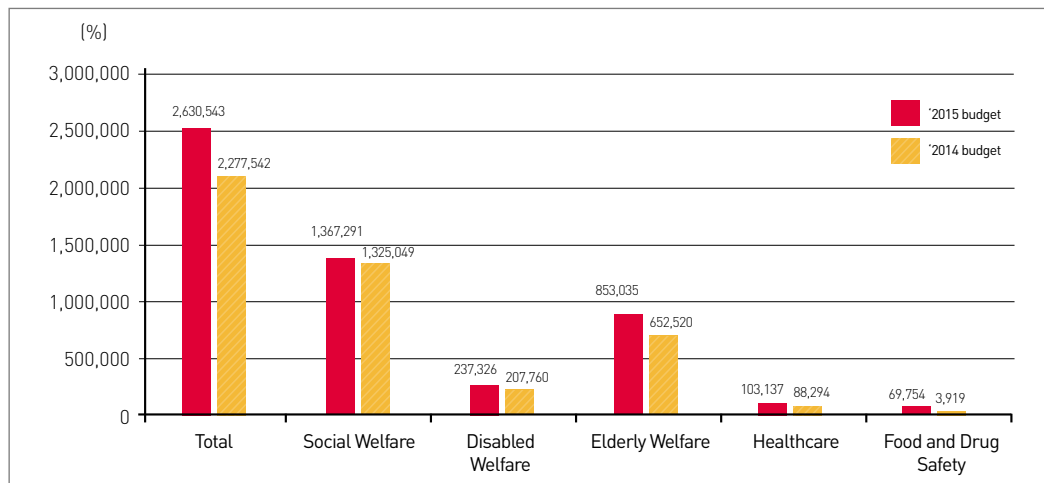
- In 2015, the number of welfare consumers in Busan accounted for 864,767 people, which is 24.26% of the entire population of the city. Of these individuals, 511,426 people were senior citizens, which is 14.36% of the city's population.
- In addition, elderly welfare takes up a considerable proportion of the city's budget; of Busan's entire welfare budget (KRW 2.6304 trillion), basic livelihood security ranks the highest at KRW 1.3672 trillion, followed by elderly welfare at KRW 853 billion, which is a relatively high expenditure compared to other budget allocations such as disability welfare, community welfare, or citizen health.
- Social welfare expenses including basic pensions are expected to increase continuously in line with an increase in the elderly population. It is therefore necessary to address the issue of poverty among senior households and create more jobs for the elderly so that they can continue to take part in society.
- In 2013, 36,500 seniors (65 years or older) in Busan received a national basic living security, which is 29.4% of all recipients where the takeup rate is 7.8% of the entire population. This is higher than the national average takeup rate of 6.0%.



- Graph on the status of welfare recipients in Busan

[Figure II-4] Status of welfare recipients in Busan (As of 2015)

[Figure II-5] Status of welfare budget in Busan (As of 2015)



Source: Busan Social Welfare Development Institute website (<http://www.bswdi.re.kr>)

- Under such circumstances, it is necessary to establish elderly welfare policies that reflect the characteristics of Busan and to suggest policy directions, goals, and plans for procuring a source of revenue.

#### E. Countermeasures for the baby boomer generation's retirement and the subsequent rise in the elderly population

- The proportion of baby boomers (those born between 1955 and 1963) in Busan's population has exceeded the national average of 14.6%. Hence, there is an urgent need for support systems for this population.
- There is an urgent need to build a social security network for elderly support due to changes in the population structure.
- Strategies that address the aging society must be developed, such as plans that increase local productivity by utilizing elderly personnel.

#### F. Need for elderly welfare plans that can be perceived by all citizens

- Busan's elderly welfare budget continues to rise, but issues related to population aging, such as senior poverty, caretaking, and lack of leisurely space, remain unsolved.
- There is popular public sentiment regarding the need for an age-friendly city environment that is more adequately prepared for population aging due to lifespan increases so that practical benefits can be returned to citizens.



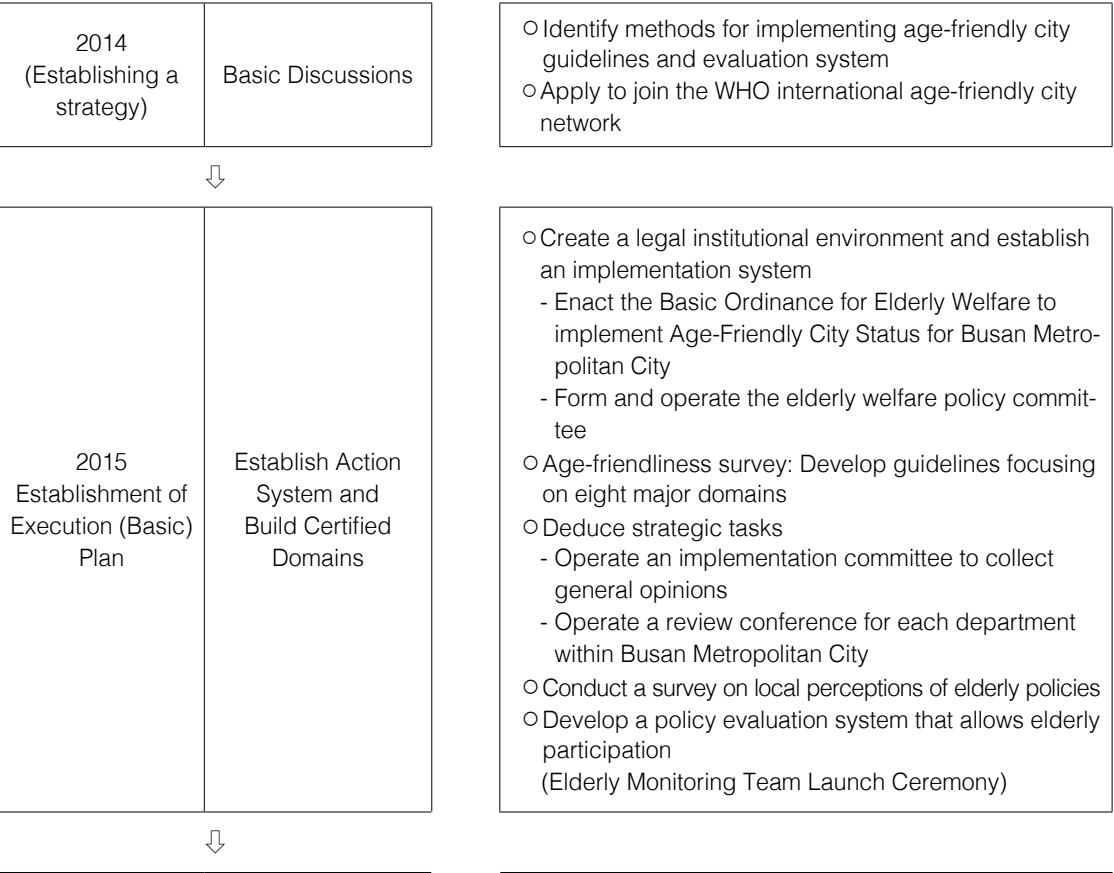
(2) Basis of Establishing the Plan

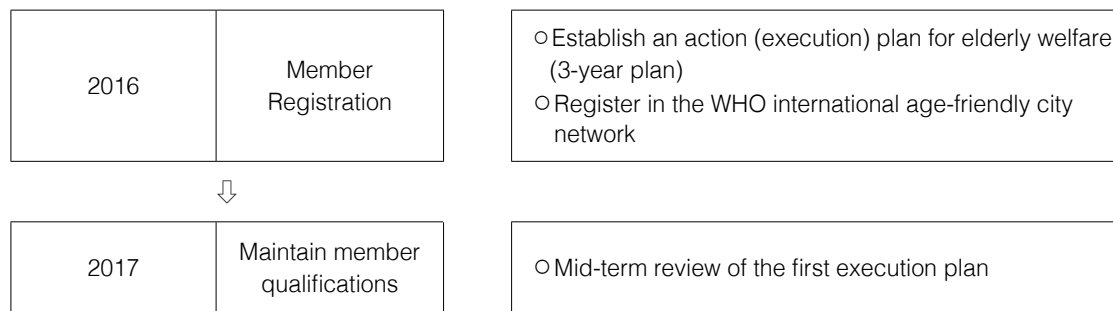
『The Basic Ordinance for Elderly Welfare to Achieve Age-Friendly City Status for Busan Metropolitan City』 Article 6 (Enacted 06. 06. 2016)

2. Process of Establishing the Plan

1) Process of Establishing the Basic Plan for Elderly Welfare to Develop an Age-Friendly Busan Metropolitan City

- Starting with the enactment of the Basic Plan for Elderly Welfare to Develop an Age-Friendly City in 2014, a policy committee was formed with experts from various fields, such as social welfare specialists, medicine and health specialists, and lawyers.
- A basic plan for elderly welfare was established to secure sustainability and realize efforts for preparing a basis for an age-friendly city by developing age-friendly guidelines for Busan and surveying local perceptions of elderly policies.
- International status was improved by applying to join the WHO age-friendly city network; population aging was addressed by sharing information with other international communities and continuously performing evaluations.





[Figure II-6] Process of Promotion an Age-Friendly Busan Metropolitan City

### (1) Enacted the 『Basic Ordinance for Elderly Welfare to Achieve Age-Friendly City Status for Busan Metropolitan City』

- Established an institutional basis for building an age-friendly city
- Set regulations regarding proposals for the direction of elderly welfare policies by category, establishment of an elderly welfare policy committee, establishment of guidelines for an age-friendly city, and age-friendliness evaluation duties.

### (2) Formed the elderly welfare policy committee and reviewed relevant matters

- Formed an elderly welfare policy committee composed of experts in fields that have a practical impact on the lives of seniors, such as transportation, medicine, and law in addition to elderly welfare experts.
- Reviewed the Basic Plan for Elderly Welfare and Guidelines for an Age-Friendly City
- Held a total of 4 committee meetings (7.2.2015, 11.16.2015 / 2.26.2016, 6.8.2016)

### (3) Evaluated age-friendliness and developed guidelines

- Measured the age-friendliness target for 500 seniors living in Busan aged 60 or older
- Developed guidelines for an age-friendly Busan including eight major fields, 23 specific goals, and 44 strategic tasks based on age-friendliness evaluation results.

### (4) Conducted a survey on the status of the elderly and perceptions of policies

- Conducted a survey on the status and needs of the elderly; respondents were 1,500 seniors aged 60 or older living in Busan
- Used survey results as basic data for the establishment of a fundamental plan for elderly welfare and welfare policies that are customized for the needs of seniors

### (5) Held an expert advisory conference

- Reviewed the basic plan for elderly welfare and collected opinions



- Appointed experts and consulted with them twice regarding the eight major domains  
(3.22.2016, 4.26.2016)

#### (6) Held a joint session with relevant departments

- Team leader meeting (presided by the bureau director, 4.12.2016), and section chief meeting (presided by the administrative vice mayor, 5.9.2016)
- Fourteen departments worked together in the bureau director meeting  
(presided by the mayor, 6.14.2016)

#### (7) Held an international conference

- Shared case studies and experiences from developed countries to establish a strategy for an age-friendly city
- Five presentation sessions including a presentation by the vice president of the Rikkyo University in Japan, as well as discussions, and an audience of 150 people

#### (8) Held a Super Senior Policy Conference

Reviewed and suggested policies with the participation of the elderly generation, which is the recipient group involved in welfare policies

- Participation by 100 seniors and youths who are engaged in welfare centers, senior citizens associations, or job performance centers

## [Process of establishing the Basic Plan for Elderly Welfare to Develop an Age-Friendly Busan Metropolitan City]



Collection of opinions from senior citizens  
via the age-friendliness survey  
(8. 28. 2015)



Discussion with practitioners about the  
survey on the status of the elderly and  
their perceptions of policies  
(8. 11. 2015)



Advisory conference with experts to re-  
view the basic plan for elderly welfare  
(3. 22. 2016, 4. 26. 2016)



International conference to establish  
strategies for an agefriendly Busan city  
(5. 12. 2016)



Super senior policy conference to create  
an age-friendly Busan city  
(5.20.2016)



Joint session with relevant departments  
to review the basic plan for elderly wel-  
fare  
(4. 12. 2016, 5. 9. 2016, 6. 14. 2016)





Part1. Evaluation of the Project for An  
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「 Chapter 3 」  
Action Plan for Developing an  
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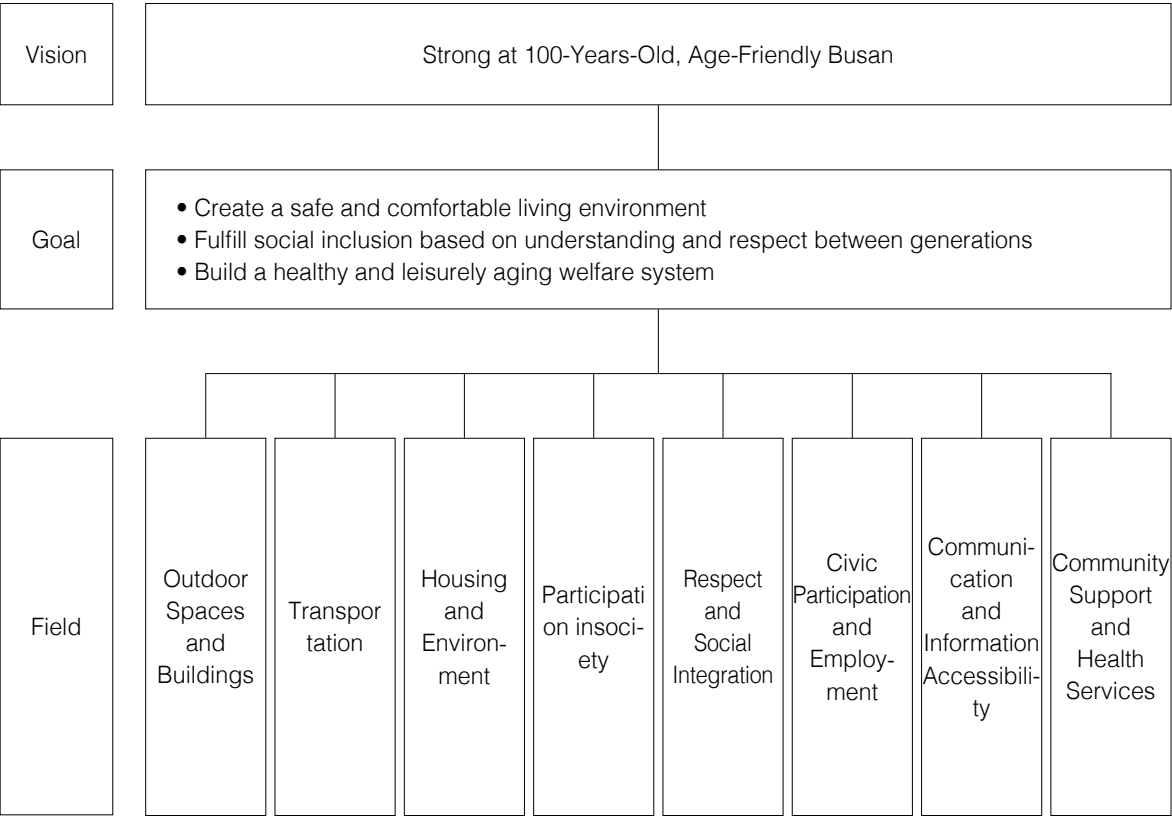


Chapter 3 : Action Plan for Developing an Age-Friendly Busan Metropolitan City

1. Action Plan for Creating an Age-Friendly Busan Metropolitan City

1) Vision and Goals

- The vision of an age-friendly Busan was set as “Strong at 100-Years-Old, Age-friendly Busan)
- As implied by the vision, the goals of the age-friendly city are to create a safe and comfortable living environment, to fulfill social integration based on understanding and respect between generations, and to build a healthy and leisurely aging welfare system.



[Figure III-7] Vision System for an Age-Friendly Busan

2) Guidelines for an age-friendly Busan city

- The age-friendly city guidelines include a total of eight major domains(outdoor spaces and buildings, transportation, housing and environment, respect and social integration, civic participation and employment, communication and information accessibility, and community support and health services), 23 specific goals, and 44 strategical tasks

[Table III-2] Fields and detailed goals for an age-friendly Busan

Domains	Specific Goals
Outdoor Spaces and Buildings	<ul style="list-style-type: none"> <li>• Enforcing the city's safety and convenience</li> <li>• Creating a comfortable environment</li> </ul>
Transportation	<ul style="list-style-type: none"> <li>• Improving public transportation convenience</li> <li>• Creating a safe transportation environment</li> </ul>
Housing and Environment	<ul style="list-style-type: none"> <li>• Securing housing safety</li> <li>• Building a robust welfare infrastructure</li> </ul>
Participation in Society	<ul style="list-style-type: none"> <li>• Increasing opportunities for participation in society</li> <li>• Boosting social participation and building relevant infrastructure</li> </ul>
Respect and Social integration	<ul style="list-style-type: none"> <li>• Improving respect between generations</li> <li>• Improving perceptions regarding the human rights of senior citizens</li> <li>• Establishing a space for social integration</li> </ul>
Civic Participation and Employment	<ul style="list-style-type: none"> <li>• Increasing opportunities for extended employment or re-employment of older workers</li> <li>• Increasing jobs in new formats in the social economic domain</li> <li>• Increasing public employment opportunities for senior citizens</li> </ul>
Communication and Information Accessibility	<ul style="list-style-type: none"> <li>• Improving accessibility of information</li> <li>• Providing accurate information and communication</li> </ul>
Community Support and Health Services	<ul style="list-style-type: none"> <li>• Managing and improving health to extend lifespans</li> <li>• Clearing the issue of the health dead zone for seniors</li> <li>• Improving the local caretaking system</li> <li>• Improving the support system for caretakers</li> <li>• Improving health support systems that are customized for seniors</li> <li>• Increasing support for socially vulnerable groups</li> <li>• Providing support services for "aging in place"</li> </ul>



[Table III-3] Guidelines for an age-friendly Busan

Domains	Issue and Diagnosis		Strategic Tasks
Outdoor Spaces and Buildings (3)	Enforcement of the safety and convenience of the city		
	1	Senior citizens encounter difficulties while using various facilities or buildings; these citizens should be considered in the design of these services.	Provide BF-based complex support such as safety, accessibility, and functionality so that seniors can use these facilities safely and comfortably.
	2	Crosswalks are not slip-proof, there are no signals for the visually or hearing impaired, and the appropriate time for crossing streets is not indicated, which leads to many safety issues.	Consider accessibility, land use, and transportation systems for various facilities based on their ability to support elderly pedestrian activities.
	Creating a comfortable environment		
	3	There are not enough parks that seniors can easily access and enjoy. Such parks would create a pleasant urban environment for all citizens.	Orient various urban environments toward seniors' physical activities, such as age-friendly parks, urban infrastructure, plazas, and building placement, to improve the convenience of the environment that is being used.
Transportation (5)	Improving public transportation convenience		
	4	It is difficult for the elderly to transfer between buses and subways; although elevators are available, there are still many stairs in the subway area.	Implement a barrier-free, universal design for public transportation so that it can be used by everyone.
	5	Street signs are difficult to read; the text of the signs is often too small.	Improve the design and visibility of street signs.
	6	Buses do not stop very smoothly at bus stops and they are designed so that it is easier for young people to get on first. There are not enough resting areas at bus stops.	Make bus stops slip-proof, create support stands, and make other improvements that will create a more convenient environment for the elderly.
	Creating a safe transportation environment		
	7	The traffic accident rate from elderly drivers is increasing.	Enforce the traffic safety training program for elderly drivers.
	8	Bus steps are too high, making traveling by bus both dangerous and difficult.	Make the public transportation environment more age-friendly manner by creating low buses for the elderly.



Housing and Environment (5)	Securing housing safety		
	9	Due to a recent rise in housing prices around big cities, the burden of housing costs is rising for seniors.	Improve financial support for housing stability for low-income seniors and private homeowners by offering support for renting homes.
	10	Seniors have difficulty continuing to live in their homes as they get older, and there is no information or funds for remodeling current houses.	Offer housing improvement consultations and provide relevant information to strengthen convenience, prevent accidents, and establish support funds for remodeling senior houses.
	11	There is no designated place for consultation or support for senior housing issues.	Establish and operate a housing support center to help seniors live and become independent in the community.
	Building robust welfare infrastructure		
	12	There are not enough elderly welfare housing facilities that fit the diverse circumstances or characteristics of seniors.	Develop and offer customized elderly housing programs in various formats.
	13	Seniors expect to live in their houses or regions for a long time.	Create an age-friendly living community around the residential area.
Social Participation (4)	Increasing opportunities for social participation		
	14	The volunteer participation rate among seniors is low and there is a need for boosting programs and establishing volunteer activity systems to improve the participation rate.	Build various volunteer activity programs and infrastructure to boost volunteer activities among seniors.
	15	Education on resolving issues pertaining to aging must be improved, and there is a lack of lifelong education infrastructure for older people.	Improve education programs and lifelong education systems that are necessary for aging and increase opportunities for seniors to participate in these trainings.
	Boosting social participation and building relevant infrastructure		
	16	It is necessary to expand cultural welfare facilities, to build comprehensive information systems for seniors, and to develop cultural and leisure programs that are suitable for seniors.	Develop programs and build infrastructure that enable seniors to take part in hobbies and self-development activities.
	17	As the elderly age group grows, seniors want to take part in leisure activities, but there is a shortage of relevant infrastructure.	Expand and secure infrastructure and programs for new elderly groups.



Respect and Social Inclusion (5)	Improving respect between generations		
	18	There is a lack of understanding between generations, and there is a severe age discrimination in society.	Hold various events (such as festivals) aimed at generational integration that allow all generations to get involved.
	19	There are communication issues between or within generations.	Provide training programs that improve communication skills among family members, friends, and neighbors.
	Establishing a space for social integration		
	20	There is a lack of special benefits and services for senior citizens, and they are biased toward certain seniors.	Encourage seniors to participate in public hearings or meetings with respect to developing public services.
	21	There must be a shift in awareness regarding the roles and responsibilities of seniors so that they do not become outcasts in the community	Operate a monitoring team that can encourage active participation and interest from seniors in terms of developing an age-friendly city.
	Improving perceptions regarding the human rights of senior citizens		
	22	There are not sufficient human rights protection activities for the prevention of elderly prejudice or abuse.	Improve public training and advertising for prohibiting elderly prejudice or preventing elderly abuse.
Civic Participation and Employment (4)	Increasing opportunities for extended employment or re-employment for older workers		
	23	The social needs of the baby boomer generation in preparation for retirement, age discrimination, and extension of retirement age are rising.	Increase employment opportunities for the older generation and guarantee job opportunities.
	24	When a senior citizen loses their job, it is difficult for them to get re-employed, and it is hard for them to find stable and guaranteed jobs.	Improve employment support services that are customized for seniors so that they can get the job they want and get re-employed.
	Increasing public employment opportunities for senior citizens		
	25	The economic activities of seniors involve various needs from income preservation and social participation.	Increase the opportunities for seniors to become involved in various jobs for the purpose of income and public interest.
	Increasing jobs in new formats in the social economic domain		
	26	Existing public jobs are limited to income preservation.	Foster and support senior startups and social contribution companies.

Communication and Information Accessibility (4)	Improving accessibility of information		
	27	It is difficult for seniors to obtain the comprehensive information they need.	Offer broadcasting programs, newspapers/magazines, and other age-friendly materials that provide information on health, leisure, and education for seniors.
	28	There are not sufficient opportunities for seniors to learn to use information devices such as PCs and smartphones.	Increase seniors' opportunities to learn how to use information devices such as PCs and smartphones.
	Providing accurate information and communication		
	29	Seniors want to find the information they need through neighbors or direct communication, but it is difficult for them to obtain such information.	Build a visiting information provision system (composed of social workers, caretakers, visiting nurses, "tong," and neighborhood association leaders) that can provide information directly to seniors and conduct training on accurate information delivery.
	30	Seniors have difficulty using automated machines that are directly involved in daily life, such as automatic answering machines and ATM machines.	Offer special services for seniors who have difficulty using automated machines.
Community Support and Health Services (14)	Managing and improving health to extend lifespans		
	31	Chronic diseases among the elderly are a key factor that impacts their health lifespan and will become a great socioeconomic burden.	Strengthen services for chronic illnesses and health management.
	32	The high elderly suicide rate due to various factors, such as reduced physical function, poverty, and the increase in one-person senior households, is a social issue.	Establish community-centered suicide prevention strategies to prevent depression and suicide among senior citizens.
	Improving health support systems that are customized for seniors		
Community Support and Health Services (14)	33	The exercise participation rate is low among seniors, and there is a severe lack of exercise programs in which seniors can participate, aside from walking.	Encourage seniors to improve their physical and mental health by maintaining a healthy daily life by doing more physical activities.
	34	Although men and women have different health issues, there is little consideration for these distinctions.	Promote a more gender-sensitive approach in elderly health policies.
	Resolving the issue of the health dead zone for seniors		



Community Support and Health Services (14)	35	It is difficult to manage illnesses because vulnerable seniors have limited physical accessibility to healthcare centers.	Improve geographical and economic restrictions so that vulnerable seniors can use appropriate healthcare services in a timely manner.
	36	There are many seniors in economically vulnerable medical blind areas, hence their health is extremely weak.	Find medically blind areas and provide appropriate healthcare services.
	Increasing support for vulnerable social groups		
	37	More active efforts are required to prevent disease and improve health through preemptive health management in low-income, vulnerable social groups.	Enforce support for improving physical examinations and vaccinations for low-income vulnerable social groups.
	38	The importance of focused health management is growing for high-risk weak elders, but there is a lack of necessary measures being taken.	Increase local healthcare projects, such as nutritional support for seniors in vulnerable social groups, fall prevention programs, and early diagnosis.
	Improving the local caretaking system		
	39	The number of seniors living alone continues to increase.	Establish a support system for low-income seniors living alone.
	40	The long-term senior care insurance system has been enacted, but services are limited.	Actively resolve senior caretaking blind areas.
	Providing support services for “aging in place”		
	41	Seniors want to continue living in their local area, but the facilities that can be used are limited and are not diverse.	Manage long-term care services and institutions that offer these services to enable continuous caretaking protection in the region.
	42	Services related to elderly welfare are scattered; seniors may not know where to receive services.	Provide comprehensive services at the regional level.
	Enforcing the support system for caretakers		
	43	Seniors want to receive proper professional caretaking services that are worth the prices they are paying.	Support and manage official personnel that offer caretaking services.
	44	There is not sufficient support to allow family members to look after seniors with ease.	Establish a support system for family members who take care of seniors.

### 3) Plans for Each Field

#### A. Outdoor Spaces and Buildings

The plan for implementing an age-friendly city consists of eight major domains and fifty-nine project plans as follows. For outdoor spaces and buildings, implementation strategies include improving the safety and convenience of the city, increasing the number of barrier-free buildings with the goal of creating a comfortable city environment, creating a walking environment that considers vulnerable individuals, and building age-friendly parks. There are five main projects, including increasing the number of certified living environments without obstacles and operating a system to examine the convenience of facilities for handicapped individuals, seniors, and pregnant women.

Project Goals	Responsible Department	Main Project	Remarks
Increase the number of barrier-free buildings	Department of Disabled Welfare	<ul style="list-style-type: none"> <li>□ Increase the number of certified cases of living environments without obstacles</li> <li>□ Operate an inspection system to examine the convenience of facilities for the handicapped, seniors, and pregnant women</li> </ul>	Increase/ Improve
Create walking environments that consider vulnerable individuals	Department of Transportation Operations	<ul style="list-style-type: none"> <li>□ Create zones with improved walking environments</li> <li>□ Step-wise plan for securing continuous pedestrian rights</li> </ul>	Increase/ Improve
Remodel existing parks into age-friendly parks	Department of Transportation Operations	<ul style="list-style-type: none"> <li>□ Remodel existing parks into age-friendly parks</li> </ul>	Increase/ Improve

#### B. Transportation

To create a convenient environment for traffic, implementation strategies include improving the convenience of public transportation, increasing protected areas for the elderly with the goal of creating a safe traffic environment, increasing low-floor buses, improving safety at subway stations, and offering more training on senior traffic safety.

To this end, four major projects have been established: installing traffic safety facilities in protected areas for the elderly, increasing the number of low-floor buses, improving stairs in subway stations, and conducting training on senior traffic safety.



Project Goals	Responsible Department	Main Project	Remarks
Install traffic safety facilities in protected areas for the elderly	Department of Traffic Operations	▣ Install traffic safety facilities in protected areas for the elderly	Increase/ Improve
Provide low-floor buses	Department of Public Transportation	▣ Increase the number of low-floor buses	Increase/ Improve
Improve stairs in subway stations	Department of Rail Operations	▣ Improve stairs in subway stations	Increase/ Improve
Conduct senior traffic safety training	Department of Traffic Operations Korea Road Traffic Authority	▣ Conduct senior traffic safety training	Increase/ Improve

### C. Housing and Environment

Regarding the domain of housing and environment, strategic tasks included securing housing safety, reducing the burden of housing costs for seniors with the goal of building nearby welfare infrastructure, preventing safety accidents inside and outside the house, developing customized senior housing programs in various forms, and creating an age-friendly community around residential areas. There were a total of seven projects for this cause, including building and operating public housing with respect to the above projects, installing and operating village offices, offering housing consultation for households at risk and supporting the provision of urgent housing expenses, forming and operating a housing welfare committee, creating a residential environment with an improved settlement environment, and the Saeddeul Maeul (New Field Community) project.

Project Goals	Responsible Department	Main Project	Remarks
Build and operate public silver housing	Department of Construction and Housing	▣ Build and operate public silver housing	New
Install and operate guard village offices	Department of Urban Renewal	▣ Install and operate village guard offices	Increase/ Improve
Offer housing consultations for households at risk and offer support for urgent housing expenses	Department of Social Welfare	▣ Offer housing consultations for households at risk and offer support for urgent housing expenses	Increase/ Improve

Form and operate a housing welfare committee	Department of Construction and Housing	□ Form and operate a housing welfare committee	New
Improve the housing environment for areas with large senior populations	Department of City Maintenance	□ Maintain housing environments with an improved settlement environment □ Saeddeul Maeul (New Field Community) project	Increase/ Improve
Support the age-friendly housing improvement project	Department of Elderly Welfare	□ Support the age-friendly housing improvement project	New

#### D. Social Participation

Regarding social participation, strategic tasks included expanding opportunities for social participation, supporting various volunteer activities with the goal of increasing social participation and building infrastructure, expanding lifelong education, expanding leisure activity infrastructure for seniors, and building infrastructure for the new elderly age group. There are six main projects in this domain: supporting lifelong education that is customized for underprivileged groups, improving the operation of senior universities and senior classes, running a university for persons aged 50 or older, installing and operating a support center for persons aged 50 or older, supporting recreation groups for the elderly, and operating and supporting elderly home-specific projects (Kyung-ro-dang).

Project Goals	Responsible Department	Main Project	Remarks
Support lifelong education that is customized for underprivileged groups	Officer for Educational Cooperation	□ Support lifelong education that is customized for underprivileged groups	Increase/ Improve
Operate and improve senior universities and senior classes	Department of Elderly Welfare	□ Operate and improve senior universities and senior classes	Increase/ Improve
Operate universities for persons aged 50 or older	Department of Elderly Welfare	□ Operate universities for persons aged 50 or older	New
Install and operate support centers for persons aged 50 or older	Department of Elderly Welfare	□ Install and operate support centers for persons aged 50 or older	New
Support recreation groups for the elderly	Department of Elderly Welfare	□ Support recreation groups for the elderly	Increase/ Improve
Operate and support elderly homespecific projects (Kyung-ro-dang)	Department of Elderly Welfare	□ Operate and support elderly home-specific projects (Kyung-ro-dang)	Increase/ Improve





E. Respect and Social Integration

In the domain of respect and social integration, strategic tasks included improving respect between generations, establishing a space for local social inclusion, holding generational inclusion events with the goal of improving awareness of the human rights of seniors, providing support for improving communication, increasing senior participation in public hearings and briefing sessions, and operating senior monitoring groups to develop an age-friendly city. There are five projects focused on cultural support and eleven additional projects such as support for the inter-generational integration program, forming a super senior policy committee, senior citizen development project, building and operating a senior meeting hall, project for expanding “hyo” culture, and training on elderly abuse prevention and human rights protection.

Project Goals	Responsible Department	Main Project	Remarks
Support the accessibility of culture and arts for vulnerable social groups	Department of Culture and Arts	<ul style="list-style-type: none"><li>▣ Support the comprehensive culture coupon (Culture Nuri Card) project</li><li>▣ Support customized silver culture welfare</li><li>▣ Support outreach cultural activities for culturally vulnerable groups</li><li>▣ Develop and assign culture professionals</li><li>▣ Operate and manage the “I Love Busan” ticket project</li></ul>	Increase/ Improve
Form and manage a super senior policy committee	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Form and manage a super senior policy committee</li></ul>	New
Senior citizen development project	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Senior citizen development project</li></ul>	Increase/ Improve
Build and operate a senior meeting hall	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Build and operate a senior meeting hall</li></ul>	New
Expand “hyo” culture to foster respect for seniors	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Expand “hyo” culture to foster respect for seniors</li></ul>	Increase/ Improve
Conduct training on elderly abuse prevention and the protection of human rights	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Conduct training on elderly abuse prevention and the protection of human rights</li></ul>	Increase/ Improve
Support inter-generational integration programs	Department of Elderly Welfare	<ul style="list-style-type: none"><li>▣ Support inter-generational integration programs</li></ul>	Increase/ Improve

## F. Civic Participation and Employment

In the realm of civic participation and employment, strategic tasks included extending the retirement age, increasing opportunities for re-employment, increasing employment with the goal of expanding public employment opportunities for the elderly, improving employment support services, increasing public jobs, and supporting and raising startups and social corporations. There are five projects in this domain: installing and operating job centers for persons aged 50 or older, establishing and supporting senior clubs, increasing social contribution jobs for the baby boomer generation, increasing public jobs for seniors in vulnerable social groups, and conducting elderly employment training and supporting their employment.

Project Goals	Responsible Department	Main Project	Remarks
Install and operate job centers for persons aged 50 or older	Department of Elderly Welfare	▣ Install and operate job centers for persons aged 50 or older	New
Establish and support senior clubs	Department of Elderly Welfare	▣ Establish and support senior clubs	New
Increase social contribution jobs for the baby boomer generation	Department of Elderly Welfare	▣ Increase social contribution jobs for the baby boomer generation	New
Increase public jobs for vulnerable seniors	Department of Elderly Welfare	▣ Increase public jobs for vulnerable seniors	Increase/ Improve
Conduct senior employment training and support their employment	Department of Elderly Welfare	▣ Conduct senior employment training and support their employment	Increase/ Improve

## G. Communication and Information

Regarding communication and information, strategic tasks included improving access to information, publishing age-friendly information material with the goal of facilitating communication and providing accurate information, conducting training on the use of information devices, increasing measures for the direct provision of information, and providing support for automated use. There are three projects in this domain: conducting information training that is geared toward the elderly, publishing and distributing newspapers for the elderly, and operating a Busan web portal for persons aged 50 or older.



Project Goals	Responsible Department	Main Project	Remarks
Conduct information training that is geared toward the elderly	Department of Elderly Welfare	□ Conduct information training that is geared toward the elderly	Increase/ Improve
Publish and distribute newspapers for the elderly	Department of Elderly Welfare	□ Publish and distribute newspapers for the elderly	Increase/ Improve
Operate a Busan web portal for persons aged 50 or older	Department of Elderly Welfare	□ Operate a Busan web portal for persons aged 50 or older	New

## H. Community Support and Health Services

In the realm of community support and health services, strategic tasks included managing and improving health to extend lifespans, improving health support systems that are customized for seniors, resolving elderly health blind areas, increasing support for vulnerable seniors, improving local caretaking systems, supporting services for “aging in place” (allowing seniors to live in their homes as long as possible), improving services for chronic disease and health management with the goal of improving caretaker support systems, offering support for reducing depression and preventing suicide, working to improve seniors’ physical activity, multifaceted support for the use of medical services, increasing medical support for economically vulnerable social groups, increasing preemptive prevention services such as health checkups, increasing local healthcare projects, establishing a support system for seniors who live alone, resolving senior care blind areas, managing long-term care service institutions, establishing a comprehensive support system for elderly welfare services, improving the management of personnel who provide caretaking services, and providing support for family members that look after seniors. There are eighteen projects in this group that include outreach health management for vulnerable seniors, operating an outreach dental care program for seniors, support for customized dementia services, identifying high-risk individuals, improving registration and case management, developing a culture that shows respect for life and a suicide prevention and awareness improvement project, developing suicide prevention personnel, providing integrated services for nursing and care, improving the management of local senior cases, installing protected facilities available on nights and weekends and increasing the number of people who use these services, installing and operating an elderly inclusion support center, implementing an eco-friendly high-speed incinerator, increasing projects for managing and certifying the quality of long-term care facilities, increasing awareness of long-term care insurance for the elderly, building a support infrastructure for industrializing age-friendly products, showcasing, demonstrating, and renting age-friendly products and holding an exhibition for products related to senior welfare and rehabilitation.

Project Goals	Responsible Department	Main Project	Remarks
Provide outreach healthcare services for the elderly	Department of Health Improvements	<ul style="list-style-type: none"> <li>□ Provide outreach health management for seniors in vulnerable age groups</li> <li>□ Manage outreach dental care for seniors</li> </ul>	Increase/ Improve
Support customized dementia services	Department of Health Improvements	<ul style="list-style-type: none"> <li>□ Support customized dementia services</li> </ul>	Increase/ Improve
Prevent elderly suicide	Department of Health Improvement	<ul style="list-style-type: none"> <li>□ Identify and register high-risk individuals and improving case management</li> <li>□ Develop a culture of respecting life and improving the awareness of suicide prevention</li> <li>□ Expand training for suicide prevention personnel for quick intervention at times of crisis in the community</li> </ul>	Increase/ Improve
Support the provision of senior vaccinations	Department of Health Improvement	<ul style="list-style-type: none"> <li>□ Support the provision of senior vaccinations</li> </ul>	Increase/ Improve
Integrate nursing and caretaking services Increase the number of sickbeds	Department of Public Health and Sanitation	<ul style="list-style-type: none"> <li>□ Increase the number of sickbeds for nursing and caretaking services</li> </ul>	Increase/ Improve
Provide integrated support services for seniors who live alone	Department of Elderly Welfare	<ul style="list-style-type: none"> <li>□ Provide integrated support services for seniors who live alone</li> </ul>	New
Increase elderly case management in the region by focusing on elderly home care support centers	Department of Elderly Welfare	<ul style="list-style-type: none"> <li>□ Increase elderly case management in the region by focusing on elderly home care support centers</li> </ul>	Increase/ Improve
Establish protected facilities that offer services for nights and weekends and increasing the number of users of these services	Department of Elderly Welfare	<ul style="list-style-type: none"> <li>□ Establish protected facilities that offer services for nights and weekends and increase the number of users of these services</li> </ul>	Increase/ Improve
Establish and operate integrated support centers for seniors	Department of Elderly Welfare	<ul style="list-style-type: none"> <li>□ Establish and operate integrated support centers for seniors</li> </ul>	Increase/ Improve
Implement an eco-friendly high-speed incinerator	Department of Elderly Welfare	<ul style="list-style-type: none"> <li>□ Implement an eco-friendly high-speed incinerator</li> </ul>	Increase/ Improve



Establish projects for certifying and managing the service quality of long-term care institution services	Department of Elderly Welfare	▣ Establish projects for certifying and managing the service quality of long-term care institution services	Increase/ Improve
Increase the admission rate of long-term elderly care insurance	Department of Elderly Welfare	▣ Increase the admission rate of long-term elderly care insurance	Increase/ Improve
Build support infrastructure to commercialize age-friendly products	Department of Elderly Welfare	▣ Build support infrastructure to commercialize age-friendly products	Increase/ Improve
Showcase, demonstrate, and rent age-friendly products	Department of Elderly Welfare	▣ Showcase, demonstrate, and rent age-friendly products	Increase/ Improve
Hold an exhibition for senior welfare and rehabilitation	Department of Elderly Welfare	▣ Hold an exhibition for senior welfare and rehabilitations	Increase/ Improve

#### 4) Implementation System and Budget

##### (1) Building a cooperative system with fourteen departments

The first plan included aspects that were directly related to the life of seniors in the region, such as elderly welfare, environment, housing, and transportation. Therefore, the Department of Elderly Welfare in Busan and fourteen related departments have built a cooperative system through which departments can share their achievements each quarter.

##### (2) Budget for the Eight Major Domains

The first plan involved a total budget of KRW 453.1 billion over a course of three years. However, this budget only includes a part of the budget that is currently used for elderly related programs by Busan, and includes national and city funds.

[Table III-4] Budget for the First Stage of the Plan

(Units: 1 million won)

Category	Total	2016	2017	2018
Total	453,136	105,287	213,045	134,804
Outdoor Spaces and Buildings	107,676	3,588	82,092	21,996
Transportation	21,952	5,656	8,148	8,148
Housing and Environment	62,064	20,499	21,166	20,399
Participation in Society	19,271	945	16,111	2,215

Respect and Social Integration	28,367	7,743	12,874	7,750
Civic Participation and Employment	146,996	47,296	49,350	50,350
Communication and Information Accessibility	1,819	324	985	510
Local Community Support and Health Services	64,671	19,236	22,319	23,436

## 2. Action Plan Characteristics

### 1) Establishing a plan across all domains related to elderly welfare

- The first implementation plan focused on connecting and adjusting the eight major domains for an age-friendly city by creating age-friendly infrastructure and the appropriate social climate. The plan was established to create a balanced social and physical environment in an effort to develop an age-friendly city that is pleasant for all citizens as they age.
- Because of society's rapid aging, there is a need for plans that have a direct impact on the lives of the elderly, including transportation and housing in addition to elderly welfare. Elderly welfare in Busan is generally handled by the Department of Elderly Welfare, which is a social welfare bureau, but this plan was established to connect and adjust elderly - related projects across the administration or all elderly welfare services that are available in the private sector.
- Through this, the first implementation plan will offer practical assistance to the elderly and improve the efficiency of relevant welfare services.

[Table III-5] Departments that Form a Cooperative System to Develop an Age-friendly Busan

Domain	Related Department
Outdoor Spaces and Buildings	Department of Disabled Welfare, Department of Traffic Operations, Department of Park Operations
Transportation	Department of Traffic Operations, Department of Public Transportation, Department of Rail Operations
Housing and Environment	Department of Urban Renewal, Department of City Maintenance, Department of Construction and Housing Department of Social Welfare, Department of Elderly Welfare,
Social Participation	Center for Educational Cooperation, Department of Elderly Welfare
Respect and Social Inclusion	Department of Elderly Welfare, Department of Culture and Arts
Civic Participation and Employment	Department of Elderly Welfare



Communication and Information	Department of Elderly Welfare
Community Support and Health Services	Department of Elderly Welfare, Department of Health Improvements, Department of Public Health and Sanitation

## 2) Establishment of a plan that includes both the elderly and middle age citizens

- Elderly welfare is currently intended for seniors aged 65 or older, but the baby boomer population in Busan is at 16.4%, which is higher than the national average. Although they are not yet seniors and may not yet be directly concerned with the age-friendliness of the city, it is necessary to invigorate aging design services for life after retirement so that citizens can live a desirable life of aging in an age-friendly city.
- Baby boomers in the United States and Australia were born after World War II and have already entered senescence. In contrast, since the baby boomers of Korea were born after the Korean War, they are only just starting to enter retirement. As they will quickly age as soon as they become seniors, it is important to establish countermeasures for a super-aged society as they enter senescence.
- Since the baby boomers in Korean society have not yet entered senescence, there is a lack of support systems that cater to this age group, thus there is a need for active support to prevent this demographic from entering into poverty or experiencing a sense of loss after retirement.

## 3) A plan that citizens can recognize and understand

- WHO age-friendly cities are significant in that issues regarding population must be addressed in advance, the needs of all citizens must be shared, and everyone must work together to create an age-friendly city. In other words, it is necessary to share the perception that an age-friendly city is not just for the elderly, ; such cities are beneficial for all citizens and can become a lifelong home.
- In age-friendly cities, efforts must be made to re-organize the entire urban environment because of the rapid increase in the elderly population. However, the success of related projects depends on first spreading awareness that the city will become a favorable lifelong home for the elderly, families, and all civilians by creating an environment that is pleasant for seniors. Therefore, the first implementation plan was designed on the basis of a bottom-up process of collecting opinions that fully reflect the thoughts of both the elderly and all citizens.

## 4) Establishment of a plan based on practicality

- Although this plan has been established in an effort to register in the WHO age-friendly city network, its purpose is to make Busan's social and physical environment age-friendly and join the efforts of the international community and resolve issues that arise as a result of population aging. Therefore, since this implementation plan is Busan's first plan for developing an age-friendly city, it will be estab-

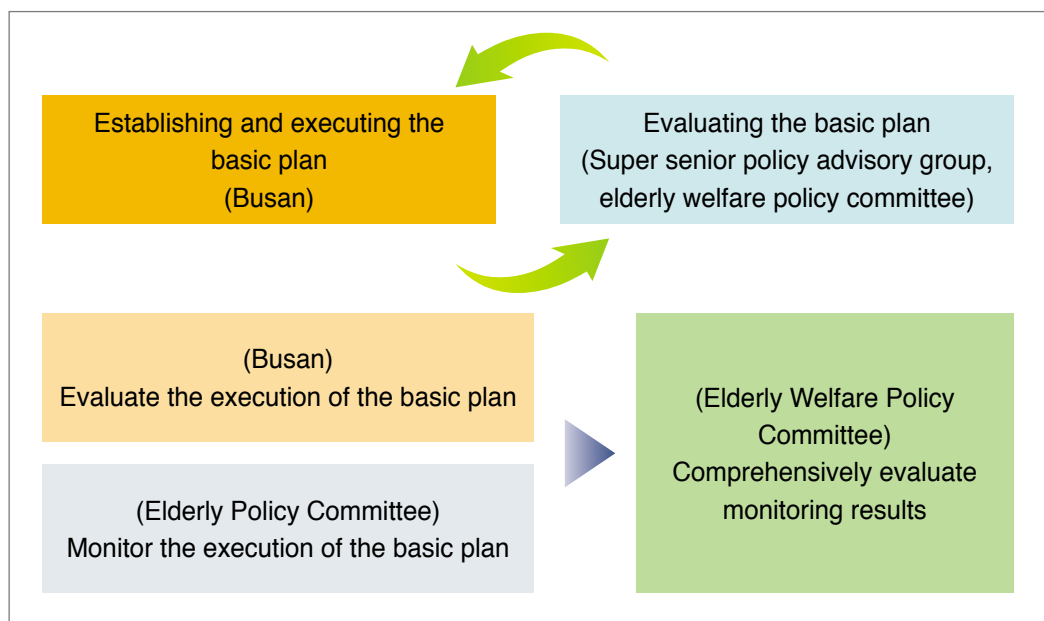


lished with practicality as the most important factor.

- The eight major domains that are required by the WHO age-friendly city network, strategic tasks, and the action plan for accomplishing the strategic tasks encompass all domains pertaining to the city, including the field of welfare. Hence interaction and cooperation between departments within the government of Busan, which are the agents executing the plan, is highly important.
- The implementation strategies for an age-friendly city and securing the basic direction for the Department of Elderly Welfare in Busan as well as the continuity of administrative directions across all of Busan are important factors that must be considered to make sure that the action plan is practical, and the cooperation and demands of each relevant department must be fully reflected in the plan.

### 5) An evaluation system that includes public and private sectors as well as seniors

- A permanent communication system is being operated to reflect the thoughts of the super senior policy advisory group that represents the elderly ; it allows the evaluation of policies through monitoring.
- Further, professional groups will evaluate elderly welfare policies within the elderly welfare policy committee (Article 31 Subparagraph 4 of the “Basic Ordinance for Elderly Welfare to Achieve Age-Friendly City Status for Busan Metropolitan City”) execute relevant projects and continue to offer consultation.
- Ultimately, an organic relationship was built between the stakeholders by establishing, implementing, and evaluating policy through this plan.



[Figure III-8] Evaluation System for an Age-Friendly Busan





Part1. Evaluation of the Project for An  
Age-Friendly Busan Metropolitan City

「 Chapter 4 」  
4 Evaluation of the Implementation of  
the First Stage of an Age-Friendly Busan  
Metropolitan City

Social Welfare Bureau in Busan City Government



## Chapter 4 : Evaluation of the Implementation of the First Stage of an Age-Friendly Busan Metropolitan City

### 1. Elderly Welfare in the First Stage and Budget Trends

#### 1) Trends in Budget Changes

- The budget of the Department of Elderly Welfare in Busan Metropolitan City continued to increase from 2016 to 2018. The budget for 2018 increased by 21% compared to 2017, and took up 11.8% of the entire city budget (special general accounting) of KRW 10,061,035,000.
- The main causes of the increase are related to the support provided for comfortable aging and protection of rights and interests , including an increase in basic pensions at the central government level and an increase in wages for elderly job projects.

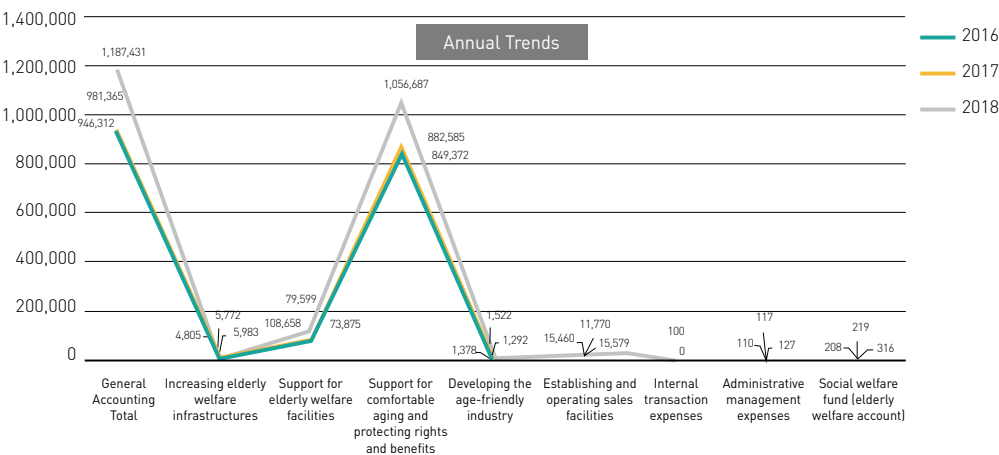
[Table IV-6] Elderly Welfare in Busan Metropolitan City and Budget Trends (2016-2018)

(Units: 1 million won)

	2016	2017	2018
Total from general accounting	946,312	981,365	1,187,431
Expanding elderly welfare infrastructure	5,983	5,772	4,805
Supporting elderly welfare facilities	73,875	79,599	108,658
Support for comfortable aging and protection of rights and interests	849,372	882,585	1,056,687
Developing age-friendly industries	1,292	1,522	1,378
Establishing and operating sales facilities	15,579	11,770	15,460
Internal transaction expenditures	100	-	-
Administrative operation expenses	110	117	127
Social welfare fund (Elderly welfare account)	208	219	316

Source: Internal data from the Department of Elderly Welfare in Busan (Annual)

[Figure IV-9] Elderly Welfare in Busan Metropolitan City and Budget Change Trends (2016-2018)



## 2. Comprehensive Evaluation

### 1) Comprehensive Evaluation of Implementation Procedure

- The city of Busan has continuously inspected the progress of detailed plans in the first half of the years between 2016 and 2018 through the elderly policy committee to evaluate the process of developing an age-friendly Busan.
- While the projects have generally been executed properly, five projects are running slightly behind schedule and three projects cannot be executed.
- These three projects include one project that was on hold because of suspended national funding (operating and supporting the “I Love Busan” ticket project), two projects that were on hold because of the city’s difficult budget situation, including the establishment and operation of life redesigning support centers for persons aged 50 or older, and the establishment of and support for senior clubs.

[Table IV-7] Progress of the First Stage of the Plan

Domain	Serial No.	Project Name	Detailed Project	Progress
Outdoor Spaces and Buildings	1-1	Increasing the number of barrier-free buildings	Increase the number of certified living environments without obstacles	Achieved
			Operate an inspection system for the convenience of facilities for the handicapped, seniors, and pregnant women	Achieved
	1-2	Improving the walking environment for vulnerable individuals	Create zones with improved walking environments	Normal progress
			Establish a step-wise plan to secure continuous pedestrian rights	Achieved
	1-3	Remodeling existing parks into age-friendly parks	Remodel existing parks into age-friendly parks	Normal progress
Transportation	2-1	Installing traffic safety facilities in protected areas for the elderly	Install traffic safety facilities in protected areas for the elderly	Achieved
	2-2	Increasing the number of low-floor buses	Increase the number of low-floor buses	Delayed
	2-3	Improving stairs in subway stations	Improve stairs in subway stations	Normal progress



Transportation	2-4	Conducting senior traffic safety training	Conduct senior traffic safety training	Achieved
Housing and Housing Environment	3-1	Building and operating public housing	Build and operate public housing	Delayed
	3-2	Installing and operating village offices	Install and operate village offices	Achieved
	3-3	Offering housing consultations for households at risk and offering support for urgent housing expenses	Offer housing consultations for households at risk and offer support for urgent housing expenses	Achieved
	3-4	Forming and operating a housing welfare committee	Form and operate a housing welfare committee	Delayed
	3-5	Establishing a housing environment improvement project for areas with a large senior population	Establish a housing environment maintenance project with an improved settlement environment	Achieved
			Saeddeul Maeul (New Field Community) project	Achieved
	3-6	Supporting the age-friendly housing improvement project	Support the age-friendly housing improvement project	Delayed
Social Participation	4-1	Supporting lifelong education that is customized for underprivileged groups	Support lifelong education that is customized for underprivileged groups	Normal progress
	4-2	Operating and improving senior universities and senior classes	Operate and improve senior universities and senior classes	Achieved
	4-3	Enforcing operation of universities for persons aged 50 or older	Enforce operation of universities for persons aged 50 or older	Achieved
	4-4	Installing and operating support centers for persons aged 50 or older	Install and operate support centers for persons aged 50 or older	Unable to execute
	4-5	Supporting recreation groups for the elderly	Support recreation groups for the elderly	Achieved
	4-6	Operating and supporting elderly home-specific projects (Kyung-ro-dang)	Operate and support elderly home-specific projects (Kyung-ro-dang)	Normal progress

Respect and Social Integra- tion	5-1	Supporting culture and arts for vulnerable social groups	Support the comprehensive culture coupon (Culture Nuri Card) project	Achieved
			Support customized silver culture welfare	Achieved
			Support outreach cultural activities for culturally vulnerable classes	Normal progress
			Develop and assign culture professionals	Achieved
			Operate and manage the "I Love Busan" ticket project	Unable to execute
	5-2	Forming and managing a super senior policy advisory group	Form and manage a super senior policy advisory group	Normal progress
	5-3	Senior citizen development project	Senior citizen development project	Achieved
	5-4	Building and operating a senior meeting hall	Build and operate a senior meeting hall	Delayed
	5-5	Expanding "hyo" culture to foster respect for seniors	Expand "hyo" culture to foster respect for seniors	Normal progress
	5-6	Conducting training on elderly abuse prevention and protection of human rights	Conduct training on elderly abuse prevention and protection of human rights	Normal progress
	5-7	Supporting inter-generational integration programs	Support inter-generational integration programs	Achieved
Civic Participati on and Employment	6-1	Installing and operating job centers for persons aged 50 or older	Install and operate support centers for senior jobs	Achieved
	6-2	Establishing and supporting senior clubs	Establish and support senior clubs	Unable to execute
	6-3	Increasing social contribution jobs for the baby boomer generation	Increase social contribution jobs for the baby boomer generation	Achieved
	6-4	Increasing public jobs for seniors in vulnerable social groups	Increase public jobs for seniors in vulnerable social groups	Achieved
	6-5	Conducting senior employment training and supporting their employment	Conduct senior employment training and support their employment	Normal progress



Communi- cation and Information	7-1	Conducting information training that is geared toward the elderly	Conduct information training that is geared toward the elderly	Normal progress
	7-2	Publishing and distributing newspapers for the elderly	Publish and distribute newspapers for the elderly	Normal progress
	7-3	Operating a Busan web portal for persons aged 50 or older	Operate a Busan web portal for persons aged 50 or older	Achieved
Community Support and Health Services	8-1	Providing outreach health-care services for the elderly	Provide outreach health management for seniors in vulnerable age groups	Achieved
			Manage outreach dental care for seniors	Normal progress
	8-2	Supporting customized dementia services	Support customized dementia services	Normal progress
	8-3	Preventing elderly suicide	Identify and register high-risk individuals and improve case management	Normal progress
			Develop a culture of respecting life and improve the awareness of suicide prevention	Normal progress
			Improve training for developing suicide prevention personnel for quick intervention at times of crisis in the community	Achieved
	8-4	Supporting senior vaccinations	Support senior vaccinations	Normal progress
	8-5	Increasing sickbeds for nursing and caretaking services	Increase sickbeds for nursing and caretaking services	Achieved
	8-6	Providing integrated support services for seniors who live alone	Provide integrated support services for seniors who live alone	Achieved
	8-7	Increasing elderly case management in the region by focusing on elderly home care support centers	Increase elderly case management in the region by focusing on elderly home care support centers	Achieved



Community Support and Health Services	8-8	Establishing protected facilities that offer support on nights and weekends with funding from the city and increasing the number of users of such services	Establish protected facilities that offer support on nights and weekends with funding from the city and increase the number of users of such services	Normal progress
	8-9	Establishing and operating integrated support centers for seniors	Establish and operate integrated support centers for seniors	Achieved
	8-10	Implementing an eco-friendly high-speed incinerator	Implement an eco-friendly high-speed incinerator	Normal progress
	8-11	Increasing management and certification projects for the quality of long-term care institution services	Increase management and certification projects for the quality of long-term care institution services	Normal progress
	8-12	Increasing the awareness of long-term elderly care insurance	Increase the awareness of long-term elderly care insurance	Achieved
	8-13	Building infrastructure for the commercialization of age-friendly products	Build infrastructure for the commercialization of age-friendly products	Achieved
	8-14	Showcasing, demonstrating, and renting age-friendly products	Showcase, demonstrate, and rent age-friendly products	Normal progress
	8-15	Holding an exhibition for products related to senior welfare and rehabilitation	Hold an exhibition for products related to senior welfare and rehabilitation	Achieved

## 2) Survey Results for Society

### (1) Overall Living Conditions

- 50.6% of individuals aged 65 or older answered “Improved” regarding the overall living conditions of Korean society compared to that of three years ago
- This is 5.0% higher than those who answered “Improved” across all of Busan (45.6%)



[Table IV-8] Changes in Living Conditions (Overall Living Conditions), 2017

(Units: %)

Category		Changes in Overall Living Conditions 1)				
		Greatly improved	Slightly improved	No change	Slightly worsened	Greatly worsened
All		3.3	42.3	45.9	6.6	1.9
Age	19-29 years old	1.2	36.6	52.2	8.3	1.6
	30-39 years old	3.5	36.1	50.8	5.4	4.2
	40-49 years old	2.2	45.6	43.2	7.0	2.0
	50-59 years old	4.6	44.0	41.7	8.2	1.5
	60 years or older	4.1	45.8	44.0	5.0	1.1
	65 years or older	4.8	45.8	43.1	5.5	0.7

Source: Statistics Korea "2017 Social Survey"

Note : Respondents considered changes in overall living conditions including social infrastructure and institutional aspects compared to three years prior, including "Health and Medical Services," "Social Security System," and "Enjoyment of Culture and Leisure Activities."

## (2) Health and Medical Care Services

- 61.2% of individuals aged 65 or older answered "Improved" regarding living conditions of Korean society with respect to health and medical services compared to that of three years ago
  - This is 4.8% higher than those who answered "Improved" across all of Busan (56.4%)

[Table IV-9] Changes in Living Conditions (Health and Medical Services), 2017

(Units: %)

Category		Changes in Living Conditions Regarding Health and Medical Care Services 1)				
		Greatly improved	Slightly improved	No change	Slightly worsened	Greatly worsened
All		6.2	50.2	40.4	3.1	0.1
Age	19-29 years old	3.0	45.5	50.7	0.8	-
	30-39 years old	3.8	43.7	47.4	4.6	0.4
	40-49 years old	5.8	55.9	35.0	3.0	0.3
	50-59 years old	9.6	50.8	36.5	3.1	-
	60 years or older	7.4	52.5	36.3	3.9	-
	65 years or older	9.4	51.8	34.5	4.3	-

Source: Statistics Korea "2017 Social Survey"

Note : 1) Respondents considered the quality of services provided by medical institutions, including general hospitals, hospitals, clinics, healthcare centers, and pharmacies, compared to that of three years prior

### (3) Social Security System

- 57.4% of individuals aged 65 or older answered “Improved” regarding living conditions of Korean society with respect to health and medical services compared to that of three years ago
- This is 6.6% higher than those who answered “Improved” across all of Busan (50.8%)

[Table IV-10] Changes in Living Conditions (Social Security System) 2017

(Units: %)

Category		Changes in Living Conditions Regarding the Social Security System 1)				
		Greatly improved	Slightly improved	No change	Slightly worsened	Greatly worsened
All		4.6	46.2	44.0	4.3	0.9
Age	19-29 years old	1.4	41.7	52.3	4.0	0.7
	30-39 years old	3.8	38.3	51.2	3.9	2.8
	40-49 years old	5.0	46.3	42.9	5.1	0.7
	50-59 years old	5.8	48.9	40.4	4.1	0.8
	60 years or older	5.9	51.2	38.2	4.5	0.1
	65 years or older	7.3	50.1	37.7	4.7	0.2

Source: Statistics Korea “2017 Social Survey”

Note : 1) Respondents considered improvements in the following broad social policies or systems that seek to improve stability and welfare for citizens

- Social Insurance System (health insurance, national pension, unemployment insurance, occupational health and safety insurance, etc.)
- Social Welfare Services (facilities and services for social welfare, handicapped individuals, seniors, children, and women’s welfare)
- Basic Livelihood Security System (basic livelihood security for impoverished households that require national protection, implementing productive welfare through systematic support for self-support services)

### (4) Culture and Leisure

- 44.8% of individuals aged 65 or older answered “Improved” regarding living conditions of Korean society with respect to health and medical services compared to that of three years ago
- This is 1.9% lower than those who answered “Improved” across all of Busan (46.7%)



[Table IV-11] Changes in Living Conditions (Culture and Leisure), 2017

(Units: %)

Category		Changes in Living Conditions Regarding Culture and Leisure 1)				
		Greatly improved	Slightly improved	No change	Slightly worsened	Greatly worsened
All		4.2	42.5	46.0	6.0	1.3
Age	19-29 years old	4.0	39.7	49.3	5.3	1.7
	30-39 years old	4.8	36.6	48.7	7.7	2.3
	40-49 years old	3.0	49.0	41.0	5.5	1.6
	50-59 years old	6.2	44.2	41.8	6.7	1.1
	60 years or older	3.3	42.4	48.8	5.3	0.3
	65 years or older	4.3	40.5	49.3	5.6	0.2

Source: Statistics Korea “2017 Social Survey”

Note : 1) Respondents considered institutional aspects, of culture and leisure, such as time and economic living conditions for culture and leisure, culture and leisure facilities, the five-day work week, and biweekly work schedule compared to those of three years prior

### 3. Evaluation of the Process of Fulfilling Eight Domains

#### 1) Outdoor Spaces and Buildings

Detailed Project	Re-sponsible Department	Achievement Index	Progress							Re-marks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Increasing the number of certified living environments without obstacles	Welfare Department for Disabled	Increase the number of certified living environments without obstacles	11	9	Not achieved (82%)	9	14	Exceeded goal (156%)	9	
Operating a system to inspect the convenience of facilities for the handicapped, seniors, and pregnant women	Welfare Department for Disabled	No. of inspections conducted on the convenience of facilities for the handicapped, seniors, and pregnant women	1,500	3,524	Exceeded goal (235%)	1,500	3,217	Exceeded goal (214%)	1,500	
Creating zones with improved walking environments	Department of Transportation Operations	Creating status of zones	1	2	Exceeded goal (200%)	1	1	Achieved (100%)	1	
Establish a step-wise plan to secure continuous pedestrian rights	Department of Transportation Operations	Constructing roads in areas with no sidewalk and areas with disconnected roads	6 areas	6 areas	Achieved (100%)	6 areas	9 areas (Construction completed - 8, Under construction - 1)	Exceeded goal (150%)	6 areas	



Remodelin g existing parks into age-friendly parks	Depart ment of Transpo rtation Operati ons	No. of remodeled parks	2	2	Achie ved (100%)	9 areas	9 areas	Achie ved (100%)	9 areas	
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- Detailed projects in the outdoor spaces and buildings domain can be divided into certifications and examinations for barrier-free living environments and convenience facilities by the Department of Disabled Welfare, and improvements in the walking environment and remodeling of age-friendly parks by the Department of Transportation Operations. The goals for almost all projects were achieved or exceeded.
- Increasing the number of certified barrier-free living environments
  - The goal of this project was to certify facilities and promote the construction and development of living environments that are convenient for all citizens, including disabled individuals, seniors, and pregnant women, to promote accessibility in each facility and region, targeting public buildings and facilities, such as cultural facilities and the new city hall that is being built by the national or local governments.
  - In 2016, progress was behind at 82% of the goal. However, the goal was exceeded at 156% in 2017.
- Operating a system to examine the convenience of facilities for the handicapped, seniors, and pregnant women
  - The goal of this project was to give disabled individuals, seniors, and pregnant women access to information and enable them to use facilities and equipment in a safe and convenient manner in their daily lives, targeting parks, public buildings, public facilities, and public housing, in order to improve their social activities and offer support for improving welfare.
  - In 2016 and 2017, the goals were exceeded at 200%.
- Creating zones with improved walking environments
  - The goal of this project was to improve walking environments through a systematic plan for each zone in consideration of safety, convenience, accessibility, and comfort to secure person-oriented pedestrian rights. The project is executed on the basis of the needs of each area, such as the road plan, pedestrian and vehicle roads, one-way streets, and pedestrian safety facilities.
  - Two zones were developed in 2016 and one zone in 2017; ,hence, the goal was achieved in both years.
- Establishing a step wise plan to secure continuous pedestrian rights
  - The goal of this project was to secure pedestrian safety and make walking convenient by constructing roads in areas near multipurpose facilities and underdeveloped walking regions such as hilly regions, mountainside roads, and regions with a large low-income population.

- As of 2017, roads were constructed in nine zones without sidewalk-road distinctions and zones with disconnected roads, thereby overachieving the original goal of six zones.

• Remodeling existing parks into age-friendly parks

- The goal of this project was to increase resting areas for the elderly by building and maintaining age-friendly parks in which people of all ages can come together by adding or replacing existing parks with age-friendly factors, and to build age-friendly ecoparks in areas with a large low-income population, and increase urban parks to promote healthy living.
- The remodeling details include maintaining access roads, maintaining ramps and paving, installing exercise equipment, planting flowers and grass, creating well-being gardens, installing a forest experience center and ecology experience center, building rest facilities, building and increasing community facilities and convenience facilities, and reinforcing safety facilities
- The goal in 2016 was to remodel two parks; this goal was achieved. In 2017, the goal was to remodel nine parks, and the goal was also achieved.

## 2) Transportation

Detailed Project	Responsible Department	Achievement Index	Progress							Remarks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Installing traffic safety facilities in protected areas for the elderly	Department of Transportation Operations	No. of protected areas for the elderly installed with facilities	10	12	Exceeded goal (120%)	5	5	Achieved (100%)	5	
Increasing the number of low-floor buses	Department of Public Transportation	No. of low-floor buses	52	52	Achieved (100%)	78	32	Delayed	78	
Improving stairs in subway stations	Department of Rail Facilities	No. of stairs improved in subway stations	4	4	Achieved (100%)	4	4	Achieved (100%)	4	



Conducting senior traffic safety training	Department of Transportation Operations Korea Road Traffic Authority	No. of trainees	12,100	14,774	Ex-ceeded goal (122%)	12,100	23,733	Ex-ceeded goal (196%)	12,200	
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- The transportation field includes installing traffic safety facilities in protected areas for the elderly and conducting senior traffic safety training by the Department of Transportation Operations, increasing the number of low-floor buses by the Department of Public Transportation, and improving the stairs in subway stations by the Department of Rail Facilities. With the exception of increasing the number of low-floor buses, the goals for all projects were achieved.
- Installing traffic safety facilities in protected areas for the elderly
  - The goal of this project was to secure a safe walking environment and prevent elderly traffic accidents by introducing supplementary traffic safety facilities near zones that are designated as protected areas for the elderly.
  - Elderly traffic accidents were prevented, and a safe walking environment was formed by displaying signs indicating protected zones for the elderly, such as the elderly welfare center, installing slip-proof facilities, speed bumps, crash barriers, and other traffic safety facilities.
  - As of 2017, traffic safety facilities were built in five protected areas for the elderly; ,hence, the goal was achieved.
- Increasing the number of low-floor buses
  - The goal of this project was to increase the number of low-floor buses to improve mobility convenience for vulnerable individuals. Financial support (50%) from the Ministry of Land, Infrastructure and Transport plays an important role in this project.
  - In 2016, the goal was to add 52 buses; it was achieved. However, in 2017, only 32 buses could be added because of a support budget decrease from the Ministry of Land, Infrastructure and Transport, and only 41% of the goal could be achieved.
- Improving stairs in subway stations
  - The goal of this project was to secure walking safety by installing non-slip equipment on stairs in subway stations. The project started with Subway Line 1, which is one of the oldest lines.
  - In 2016 and 2017, each,safety facilities were installed in four stations ,hence, the goal was achieved.



- Conducting senior traffic safety training
  - This project involved conducting training to improve the awareness of elderly safety and prevent traffic accidents in light of the increase in traffic accidents involving elderly drivers and pedestrians.
  - Training is conducted in various ways: teachers from the Road Traffic Authority and traffic safety instructors visit elderly homes (Kyung-ro-dang) to conduct traffic safety training, a part of the driver's license testing area is used as an elderly driver training center to periodically conduct elderly driver training, training is conducted at the request of related organizations in Busan, outreach elderly driver training is conducted using mobile buses, elderly traffic safety leaflets are distributed, and promotion campaigns are used.
  - There were over 14,000 trainees in 2016 and over 23,000 trainees in 2017; hence the goal was exceeded for both years.

### 3) Housing and Environment

Detailed Project	Responsible Department	Achievement Index	Progress							Remarks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Building and operating public silver housing	Department of Construction and Housing	Construction / Operation	Project approved	Project approved	Achieved (100%)	Under-construction	Pending	Delayed	Construction complete	
Installing and operating village guard offices	Department of Urban Renewal	No. of offices established	5	5	Achieved (100%)	2	12	Exceeded goal (600%)	Maintenance	
Offering housing consultations for households at risk and offering support for urgent housing expenses	Social Disabled Welfare	No. of households supported	200	435	Exceeded goal (218%)	200	493	Exceeded goal (247%)	200	



Forming and operating a housing welfare committee	Department of Construction and Housing	No. of meetings held	Forming a housing welfare committee	Not formed	Delayed	2	1	Not achieved (50%)	2	
Maintaining housing environments with an improved settlement environment	Department of City Management	No. of project zones	30	44	Exceeded goal (147%)	20	27	Exceeded goal (110%)	20	
Saedeul Maeul (New Field Community) project	Department of City Management	No. of project zones	1 (4 areas)	1 (4 areas)	Achieved (100%)	1 (4 areas)	1 (4 areas)	Achieved (100%)	1 (4 areas)	
Providing support for the age-friendly housing improvement project	Department of Disabled Welfare	No. of houses receiving housing improvement support	Establish project plan	Not executed	Delayed	Develop standard	Survey status of the housing improvement project	Delayed	20	

- The housing and environment field includes the building of public silver housing and the formation of a housing welfare committee by the Department of Construction and Housing, maintaining the housing environment with an improved settlement environment and the Saedeul Maeul (New Field Community) project by the Department of City Management, establishing and operating village guard offices by the Department of Urban Renewal, conducting housing consultations for households at risk and providing urgent housing expenses by the Department of Social Welfare, and offering support for the age-friendly housing improvement project by the Department of Elderly Welfare. Multiple departments are involved, and some projects, such as building public housing and support for the age-friendly housing improvement project, are currently delayed in progress, while others have achieved their goals.
- Building and operating public silver housing
  - This project was selected in a contest for proposing public housing sites by the Ministry of Land, Infrastructure and Transport to build complex facilities in silver housing and complex silver centers built with government funding and social contribution funds as housing and welfare facilities for the

elderly, including for seniors who live alone.

- A joint project agreement was concluded with the Korea Land and Housing Corporation and approval was received on the public housing construction project plan, but construction is currently delayed because of a civil complaint from local residents opposing construction. Therefore, a review is underway on changing the construction of public silver housing and project approval (project owner and location).
- Installing and operating village guard offices
  - For housing maintenance and management services, supporting resident convenience, autonomous regions and public job projects, integration with comprehensive welfare center projects, and integration projects with external resources by establishing village guard offices were established in regions with old detached houses, such as Sanbok Road and Haengbok Maeul and clearing districts in redevelopment zones.
  - Offices are integrated and established in complex community centers, and a mobile village office (carriage) is also established and offers services such as home repairs, loaning tools, and automatic package deliveries.
  - Five offices were established and operated in 2016, and twelve offices were established and operated in 2017 ; hence, the goal was achieved in both years.
- Offering housing consultations for households at risk and offering support for urgent housing expenses
  - Actively identifying and selecting households at risk, such as those who are unemployed or bankrupt, offering stability in their livelihood and increasing their protection through housing consultations and providing urgent housing expenses.
  - 493 households were selected in 2017 and fuel costs, living costs, and housing costs were provided; hence, the goal to support 200 households was exceeded.
- Forming and operating a housing welfare committee
  - Improving housing support for vulnerable individuals by forming and managing a complex housing committee.
  - The meeting was held once in 2017 and involved presentations and discussions on analyzing the status of the housing welfare project in Busan and identifying countermeasures; hence, 50% of the goal was achieved.
- Maintaining housing environments with an improved settlement environment
  - This project contributes to elderly welfare by demolishing deserted houses that may lead to various social issues if neglected such as crime, arson, and reducing urban aesthetics. This enables the prevention of accidents and improves the settlement environment. The land on which houses were demolished can be used as public land, such as a public garden or resting area, thus preventing



- accidents.
- Twenty-two zones were maintained in 2017, which exceeds the goal of twenty zones.
- Saeddeul Maeul (New Field Community) project
    - Improving the residential environment through renewing vulnerable regions
    - Includes home repairs, improving roofs, improving human care and resident competence, maintaining public bathrooms, securing safety through safety guardrails and CCTV installations, forming a complex community space, maintaining alleyways, and rewarding eco-houses.
    - One project (four zones) was completed each in 2016 and 2017, hence the goal was achieved.
  - Providing support for the age-friendly housing improvement project
    - Offering support for housing improvements so that the elderly, who are vulnerable to housing issues, can continue to live in health and safety in their current home and community.
    - As of 2017, the details of the housing improvement project were changed because of its overlap with another project in Busan. A survey will be conducted on the validity of improving seniors' housing conditions and environment, and a project focusing on housing supplies will be carried out in connection with the age-friendly industry

4) Social Participation

Detailed Project	Re-spons-ible Department	Achieve-ment Index	Progress							Re-marks
			2016			2017			2018	
			Goal	Result	Achieve-ment	Goal	Result	Achieve-ment	Goal	
Supporting lifelong education that is customized for underprivi- leged groups	Center for Educa- tional Cooper- ation	No. of people who completed training	2,500	2,404	Not achie- ved (96%)	3,000	3,291	Ex- ceed- ed goal (110%)	3,000	
Operating and improving senior universities and senior classes	Depart- ment of Dis- abled Welfare	No. of users	400	485	Ex- ceed- ed goal (121%)	420	438	Ex- ceed- ed goal (104%)	430	

Operating universities for redesigning life for persons aged 50 or older	Department of Disabled Welfare	No. of universities	Establish project plan	Plan established	Achieved (100%)	2	2	Achieved (100%)	2	
Installing and operating support centers for persons aged 50 or older (Changed to Cooperative Union)	Department of Disabled Welfare	No. of cooperatives	Reviewing the validity of running a university for persons aged 50 or older	Not executed	Delayed	2	2	Achieved (100%)	2	
Supporting recreation groups for the elderly	Department of Disabled Welfare	No. of project institutions	10	14	Exceeded goal (140%)	14	17	Exceeded goal (121%)	20	
Operating and supporting elderly homespecific projects (Kyung-ro-dang)	Department of Disabled Welfare	No. of elderly homes (Kyung-ro-dang) using the program	500	520	Exceeded goal (104%)	520	538	Exceeded goal (103%)	520	

- The social contribution domain includes projects that are executed by the Department of Elderly Welfare, with the exception of the project for supporting lifelong learning customized for underprivileged groups, which is executed by the Center for Educational Cooperation. The Department of Elderly Welfare executes projects on operating and improving senior universities and senior classes, operating universities for persons aged 50 or older, supporting recreational groups for the elderly, and operating and supporting programs for elderly home-specific projects (Kyung-ro-dang) The goal has been reached for most of these projects.



- Supporting lifelong education that is customized for underprivileged groups
  - Managing a training program on reading text messages, managing the development of teachers for the text message reading program, and hosting a text message reading party in Busan as projects that support lifelong education for individuals in low-income vulnerable social groups.
  - Although the goal was not reached in 2016, it was exceeded in 2017.
- Operating and improving senior universities and senior classes
  - Operating and supporting senior universities and senior classes to support lifelong learning for the elderly.
  - Four senior universities are in operation (Pusan National University, Kyungsoong University, Silla University, and Kosin University), and there are 171 senior classes offered in sixteen counties.
  - The achievement index is based on the number of students; as of 2017, there are 483 students, which exceeds the goal.
- Operating universities for persons aged 50 or older
  - An exclusive program for baby boomers at two affiliated civic universities in Busan.
  - As of 2017, the program was implemented in two universities (Pusan National University and Dong-eui University); hence, the goal was reached.
- Supporting recreation groups for the elderly
  - Creating conditions that will allow the elderly to continue exercising and enjoying cultural activities. Various leisure programs are offered in the community, such as calligraphy, drawing, dancing, foreign languages, and singing classes.
  - Activities from ten recreational groups for the elderly were supported by the Department of Elderly Welfare in 2016. This number increased to twenty in 2017; hence, the goal was reached.
- Operating and supporting elderly home-specific projects (Kyung-ro-dang)
  - The Korean Senior Citizens Association and Kyung-ro-dang Extensive Support Center are established and managed in the city, various Kyung-ro-dang instructor training and new programs are being developed and distributed through the Kyung-ro-dang Extensive Support Center, and programs that are optimized for Kyung-ro-dang are being provided and expanded in association with the Department of Elderly Welfare.
  - Special programs were offered in 538 locations as of 2017; hence the goal was reached.

## 5) Respect and Social Inclusion

Detailed Project	Responsible Department	Achievement Index	Progress							Remarks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Supporting the comprehensive culture coupon (Culture Nuri Card) project	Department of Culture and Art	Culture Nuri Card usage rate	81.0%	88.8%	Exceeded goal (110%)	81.0%	90.1%	Exceeded goal (111%)	81.0%	
Supporting customized silver culture welfare	Department of Culture and Art	Target no. of people	500	562	Exceeded goal (112%)	530	761	Exceeded goal (144%)	560	
Supporting outreach cultural activities for culturally vulnerable classes	Department of Culture and Art	No. of performances	150	131	Not achieved (87%)	160	130	Not achieved (81%)	170	
Developing and assigning culture professionals	Department of Culture and Art	No. of trained professional/ No. of professionals assigned	20	17	Achieved (100%)	20	32 trained / 5 assigned	Exceeded goal (160% for training)	22	
"I Love Busan" ticket (16) and increasing opportunities for enjoying culture in complex facilities	Department of Culture and Art	Support for "I Love Busan" ticket fees No. of performances	8,000	8,480	Exceeded goal (106%)	20	40	Exceeded goal (200%)	9,000	
Forming and managing a super senior policy advisory group	Department of Disabled Welfare	No. of times	2	1	Not achieved (50%)	2	3	Exceeded goal (150%)	2	



Senior citizen development project	De- part- ment of Dis- abled Wel- fare	No. of project institutions	6	7	Ex- ceed- ed goal (117%)	8	9	Ex- ceed- ed goal (113%)	11	
Building and operating a senior meeting hall	De- part- ment of Dis- abled Wel- fare	Construc- tion/ Operation	Design com- pleted	De- sign in prog- ress	Not achie- ved (50%)	Con- struc- tion com- plete	Under con- struc- tion	Not achie- ved	Opera- tions	
Expanding “hyo” culture to foster respect for seniors	De- part- ment of Dis- abled Wel- fare	No. of “hyo” promotion events	4	3	Not achie- ved (75%)	4	6	Ex- ceed- ed goal (150%)	4	
Conducting training on elderly abuse prevention	De- part- ment of Dis- abled Wel- fare	No. of students	20,000	23,686	Ex- ceed- ed goal (118%)	21,000	29,021	Ex- ceed- ed goal (138%)	22,000	
Supporting intergenerational integration programs	De- part- ment of Dis- abled Wel- fare	No. of project institutions	7	13	Ex- ceed- ed goal (186%)	10	12	Ex- ceed- ed goal (120%)	15	

- Detailed projects in the respect and social integration domain can be divided into projects that support the enjoyment of culture and art by vulnerable social groups by the Department of Culture and Art and projects related to social inclusion by the Department of Elderly Welfare. The goals for almost all of these projects were achieved, with the exception of building and operating a senior meeting hall.



- Supporting the comprehensive culture coupon (Culture Nuri Card) project
  - Providing a Culture Nuri Card up to KRW 70,000 annually per person to resolve the cultural gap between social groups and to improve quality of life by supporting the enjoyment of culture and arts, travel, and sports for social groups that are unable to experience culture because of financial difficulties (basic livelihood support beneficiaries, highest social class).
  - Businesses that accept the Culture Nuri Card include movie theaters, bookstores, theaters, art museums, exhibitions, food and beverage stores, photo studios, tickets for the four major professional sports in Korea (soccer, basketball, baseball, and volleyball) and supplies for cheering, sports supplies, accommodations (hotels, resorts, Good Stay, hanok stays, and information network village), means of transportation (trains, express buses, intercity buses, passenger ships, rental cars, and airlines), travel agencies, Korail tourism products, amusement parks (major theme parks and water parks), ski resorts, swimming pools, local festivals and tourist attractions (recreational forests), and hot springs.
  - The card issuance rate was 90.42% in 2017, which is over the target goal of 81%.
  - In 2018, the target card usage rate was 81%.
- Providing support for customized silver culture welfare
  - The purpose of this project is to secure emotional stability and a safe social network for vulnerable social groups, such as senior citizens that have difficulty engaging in outdoor activities, and provide opportunities to experience artistic activities by managing a culture and art experience program.
  - Artists are paid KRW 1.3 million to lead art experience programs, such as popular music, folk music, classical music, art, crafts, and dance, to individuals in emotionally vulnerable social groups, senior citizens, and in-home care recipients who are less mobile.
  - 761 eligible people were discovered in 2017, which exceeds the target of 530 people; the goal of 3,000 activities was also achieved.
  - In 2018, the goal is to identify 560 eligible people and conduct the same project.
- Supporting outreach cultural activities for culturally vulnerable classes
  - Selected art organizations conduct activities for culturally vulnerable social groups including the elderly. As of 2017, only 130 performances were held and the goal of 160 performances was not achieved. Each art organization received KRW 2,000-5,000 in support and performances were held by 41 art organization.
  - In 2018, the goal is to host 170 performances
- Developing and placing culture professionals
  - This project trains youth culture professionals and places them in public facilities and festivals.
  - In 2017, an organization for operating the youth culture professional training academy was selected ; twenty - two youth culture professionals received training and graduated from the academy. Five final projects were selected and support was offered in the amount of KRW 65,000.



- Professional mentoring training was given to these youths, and the youth culture professionals were assigned to cultural facilities and festivals in different counties for five months. The goal was to train and assign twenty culture professionals. As of 2017, there were thirty-two trained individuals but only five were assigned.
- In 2018, the goal is twenty-two culture professionals.
- “I Love Busan” ticket (16) and increasing opportunities for enjoying culture in complex facilities
  - The “I Love Busan” ticket project was a one-year project in 2016. Support was offered for ticket fees for 8,400 individuals in culturally vulnerable social groups. Although the goal was exceeded in the beginning, this project was terminated because of budget issues from the central government. The project for increasing opportunities to enjoy culture in complex facilities is a new project that began in 2017. Six art organizations and five beneficiary facilities were selected. The goal was to host twenty performances, and a total of thirty-six performances have been executed.
- Forming and managing a super senior policy advisory group
  - The purpose of operating a super senior policy advisory group is to constantly monitor policies and establish a bottom-up policy proposal system. This project reflects the aims of the WHO, which emphasize active participation from seniors in policymaking.
  - In 2017, a second super senior policy advisory group was established to which fifty people were appointed. An opening ceremony was held, surveys were conducted, meetings were held in each region, and a mid-term reporting session was held through general meetings. The goal for 2017 was to have two meetings, but this goal was exceeded with three meetings.
  - In 2018, the goal is to have two meetings by the third super senior policy committee.
- Senior citizen cultivation project
  - This project integrates the concept of “contribution” to the existing elderly learning process to enable the elderly to discover and participate in the community.
  - In 2017, four elderly welfare centers (Jung-gu, Dongnae-gu, Nam-gu, and Geumjeong-gu) operated the Academy Dream Seniors program and trained 45 senior citizens aged 65 or older. The concept of “contribution” was integrated with the learning process so that seniors could establish and participate in a plan that could change the community
  - A senior citizen volunteer organization from five institutions (Jaseongdae, Eojinsaem, Jangsan, Suyeong District, and the Department of Elderly Welfare in Busan) was organized with 110 people. The main activities of the senior citizen volunteer organization include community volunteer activities, such as environmental cleanup activities and hosting bazaars. They intend to increase participation from the baby boomer generation in the future.
  - With nine organizations in 2017, the goal for 2018 is eleven organizations that can execute senior citizen training projects.

- Building and operating a senior meeting hall
  - The goal of this project was to build a senior meeting hall that can serve as a center for senior citizens in the community to meet various demands, such as elderly health, leisure, education, and jobs, in preparation for a super aged society.
  - The goal is to build a senior meeting hall with eight stories above ground and one basement floor using a total of KRW 6.7 billion at 123 Jeonpo-dong, Busanjin-gu in Busan. Construction was initially planned for 2016, but the project cost increased by KRW 1 billion because of an increase in the gross area and landscaping area based on the design service results. The design service period was extended by two months because of a BF (barrier-free living environment) certification review, which delayed construction.
  - Construction of the senior meeting hall began in October 2017. It is scheduled for completion in August 2018 and will be opened in September.
  - The goal for 2018 is to complete construction, open, and operate the senior meeting hall.
- Expanding “hyo” culture to foster respect for seniors
  - The goal of this project was to expand “hyo” culture in a society in which respect for elders continues to decline among the younger generation.
  - A parent’s day event, senior’s day event, “hyo” promotion campaign, city worker campaign, university volunteer organization campaign, and end-of-year campaign for middle school and high school students were held. These six events surpassed the original goal of four events.
  - In 2018, the goal is to host four events throughout the year.
- Conducting training on elderly abuse prevention
  - This project provides training to improve the protection of rights and benefits and improve elderly awareness, such as early discovery and prevention of elderly abuse, protection of elderly rights and benefits, and resolve the issue of prejudice against the elderly.
  - The target individuals for these trainings include those who are obligated to report cases, the general public including the elderly, workers in relevant institutions, guardians, and volunteer workers. In 2017, 29,021 people received training, which is 138% of the goal. To elaborate, training was offered 171 times to individuals who are obligated to report cases (6,612 people), 511 times to the general public (including the elderly) (21,840 people), 29 times to workers in relevant institutions (495 people), and 7 times to guardians and volunteer workers (74 people).
  - In 2018, the goal is to offer training to 22,000 people.
- Supporting inter-generational integration programs
  - The purpose of this project is to narrow the cultural differences and views between generations and to improve understanding and closeness between the younger generation (the third generation) and seniors (the first generation) through collaborative activities. The main details of the project include offering training to the first generation on the culture, information, and technology that is

used by the third generation (smartphone training and computer training), and sharing the skills of the first generation with the third generation (story-telling; and baking).

- Twelve elderly welfare centers in Busan are operating various inter-generational programs, which exceeds the goal by 120%.
- In 2018, the goal is to offer inter-generational programs from fifteen institutions, and the project is currently underway.

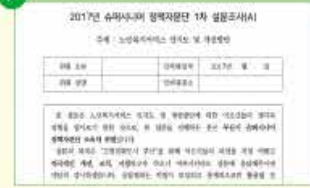
[Super Senior Policy Committee - Operation of the elderly policy monitoring organization]



Meeting with workers from  
cooperative institutions  
(8.29 / 12.1 / 2.6 / 7.3 / 8.22)



Starting ceremony and survey  
training (Appointment Letter,  
Order of the Mayor) (9.12)



1<sup>st</sup> Survey  
(9.13 ~ 10.12)



Briefing session with members  
and workers  
(12.12 ~ 12.18)



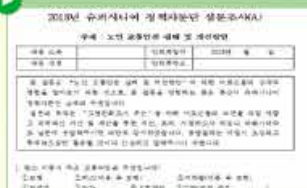
Midterm Reporting Session  
(12.12 ~ 12.18)



Regional Meeting  
(10.31 ~ 11.8)



Meeting with relevant institutions  
(12.26)



Second Survey  
(3.14 ~ 4.13)



Super Senior Policy Advisory  
Group Workshop and Survey  
Training (3.13)



Achievement Reporting Session  
(7.27)



Second Survey Regional Meeting  
(4.26 ~ 4.27)



ID from the  
Consultative Body



Survey response form



Survey review  
(all committee members)



Age-friendly City Website  
([http://afc.bswdi.re.kr/  
Main.do](http://afc.bswdi.re.kr/Main.do))



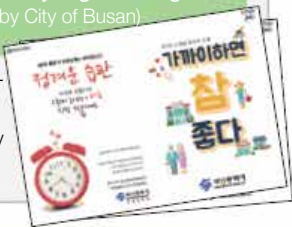
04 / 주요성과

01 Main survey results and notifications and utilization suggestions

Main elderly welfare institutions in Busan → regions in Busan, send an official notice

02 Distribute leaflets that inform people of major policies for Kyung-ro-dang (Published by City of Busan)

Analog-type promotion preferred (based on first survey results)



03 Kyung-ro-dang-university student training on smartphone usage

(In association with the elderly job support center in Busan and the Kyung-ro-dang extensive support center in Busan)

Existing one-time smartphone training is ineffective. One-to-one training and repetitive training is required (based on first survey results)



04 Project for improving understanding of information in Kyung-ro-dang

(Use leaders from Kyung-ro-dang in association with the Kyung-ro-dang extensive support center in Busan)



It is necessary to improve the delivery of information to Kyung-ro-dang seniors

05 Step-wise increase of elderly welfare service information on the 50+ portal

(In association with the elderly job support center in Busan)



There is need for a channel that shows information related to seniors and senior jobs in one place.

06 Connection with external contests such as Samsung Card in addition to other independent projects

(In association with the elderly welfare implementation center in Busan)

Setting up safety handles and slip-proof mats in the bathroom, distributing LED night lights, glow-in-the-dark safety keyrings, and monopod canes - Reduced falling and fear of injury



07 Research projects for the Busan Social Welfare Development Institute in 2019

"Researching a way to invigorate the operation of Kyung-ro-dang"



## 6) Civic Participation and Employment

Detailed Project	Re-sponsible Department	Achievement Index	Progress							Re-marks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Establishing and operating elderly job support centers	Department of Disabled Welfare	Establishment/Operations	Establishment/Operations	Establishment/Operation	Achieved (100%)	Operation	Operation	Achieved (100%)	Operation	
Establishing and supporting senior clubs (16)/ Supporting the activities of recreational groups for persons aged 50 and older (17)	Department of Disabled Welfare	No. of groups	Establishment	Not executed	Delayed	3	6	Exceeded goal (200%)	3	
Increasing social contribution jobs for the baby boomer generation	Department of Disabled Welfare	No. of jobs	200	536	Exceeded goal (236%)	200	360	Exceeded goal (180%)	200	
Increasing public jobs for seniors in vulnerable social groups	Department of Disabled Welfare	No. of jobs for the elderly	23,271	25,415	Exceeded goal (109%)	24,090	33,221	Exceeded goal (138%)	25,590	
Conducting senior employment training and supporting their employment	Department of Disabled Welfare	No. of trainees and employees	12,400 trainees/ 1,000 jobs placed	12,448 trainees/ 1,120 jobs placed	Exceeded goal (100.4% for trainees/ 112% for jobs placed)	12,400 trainees/ 1,000 jobs placed	21,721 trainees/ 1,090 jobs placed	Exceeded goal (175% for trainees / 109% for jobs placed)	12,400 trainees/ 1,000 jobs placed	

- Establishing and operating elderly job support centers
  - The goals were achieved, as the center was established and began its operations in 2016, the first year of the first stage registration.
  - In 2017, elderly job advertisements were published once a month in addition to training projects and connecting seniors to jobs, which is the main project. The functions of the center were expanded by adding information sharing and promotional functions.
- Supporting the establishment of senior clubs (2016) -> Supporting the activities of recreational groups for persons aged 50 and older (2017)
  - Supporting the establishment of senior clubs (2016) was replaced with the project for supporting the activities of recreational groups for persons aged 50 and older because of budget limitations and a lack of participants.
  - After the preparation stage for supporting recreational group activities, in 2016, in 2017, six groups were formed under various themes such as social corporations, finance and economics, information, travel, health, and drones to organize clubs in which seniors were able to participate. While the goal was to establish three groups, six groups were established, which exceeded the goal by 200%. This field was further expanded to attract the interests of more seniors.
- Increasing social contribution jobs for the baby boomer generation
  - The goal of this project was to match professionally skilled persons aged 50 or older with non-profit organizations to increase social services and handle issues pertaining to an aging society. The goal for 2016 was 200 people, but 536 people were dispatched—a 268% achievement in job expansion. In 2017, 360 people were dispatched compared to the goal of 200 people, which is a 180% achievement.
- Increasing public jobs for seniors in vulnerable social groups
  - This project was proposed under the context of enabling seniors in vulnerable social groups to age healthily. In 2016, there were 25,415 participants compared to the goal of 23,271 people. In 2017, 33,221 people found jobs compared to the goal of 24,090 people. Thus, 109% and 137% of the goal was achieved, respectively.
- Conducting senior employment training and supporting their employment
  - The goal of this project was to conduct systematic advance training to help seniors find jobs in various fields in suitable locations. In 2016, the target number of trainees was 12,400 with 1,000 target individuals for employment support. Training was conducted on 12,448 people and 1,120 people were given opportunities to secure jobs, which exceeds both goals at 100.3% and 112%. In 2017, the target number of trainees was 12,400 and to help find jobs for 1,000 people. Instead, 21,711 people were trained and 1,090 found jobs, which exceed the goals at 175% and 109%, respectively.



## 7) Communication and Information

Detailed Project	Responsible Department	Achievement Index	Progress							Remarks
			2016			2017			2018	
			Goal	Result	Achievement	Goal	Result	Achievement	Goal	
Conducting information training that is geared toward the elderly	Department of Disabled Welfare	No. of students	1,080	2,156	Exceeded goal (200%)	1,500	1,523	Exceeded goal (102%)	1,700	
Publishing and distributing newspapers for the elderly	Department of Disabled Welfare	No. of publications	60,000	60,000	Achieved (100%)	60,000	60,000	Achieved (100%)	60,000	
Operating a Busan web portal for persons aged 50 or older	Department of Disabled Welfare	Construction/Operation	Establishing a plan for portal operations	Not executed	Delayed	Construction/Operation	Construction/Operation	Achieved (100%)	Operation	

- Conducting information training that is geared toward the elderly
  - This project was conducted to improve seniors' awareness of information by conducting information training that is geared toward seniors in vulnerable social groups to reduce the information gap that is prevalent among seniors and improve their quality of life.
  - Training was conducted on the Internet, computers (basic, beginner, intermediate, and advanced), smartphone use, swish, and video production by seventeen elderly welfare centers in Busan.
  - In 2017, 1,535 people took part in this training, which exceeded the goal of 1,500. In 2018, the goal is to train 1,700 people.
- Publishing and distributing newspapers for the elderly
  - Newspapers for the elderly include information on elderly welfare, such as elderly welfare policies, job information, Kyung-ro-dang, introduction to healthcare facilities, and more. These publications include articles on various subjects, including lifestyle information (cultural events, travel sites around Busan, introduction to local landmarks), health information, and social issues.

- 5,000 newspapers were published and distributed each month. In 2017, 60,000 newspapers were published and distributed. An elderly press group consisting of 30 seniors aged 65 or older was also formed, and these 30 seniors work as reporters for the elderly job journal.
  - In 2018, the goal is also to publish and distribute 60,000 elderly newspapers.
  
  - Operating the Busan web portal for persons aged 50 or older
    - The Busan web portal for persons aged 50 or older is run by the elderly job support center. It offers various information on training, jobs, social participation, and recreational groups for the elderly. The website can be found at <http://www.busan50plus.or.kr>; this portal is currently produced and managed based on a contract that was concluded with Pusan Internet Broadcasting System through a bid in 2017.
- The goal for 2018 is to continue running this portal.





## 8) Community Support and Health Services

Detailed Project	Re-spons-ible Department	Achieve-ment Index	Progress							Re-marks
			2016			2017			2018	
			Goal	Result	Achieve-ment	Goal	Result	Achieve-ment	Goal	
Providing outreach health management for vulnerable seniors	Department of Health Im-provements	Target no. of house-holds	60,000	71,776	Ex-ceeded goal (120%)	60,000	64,648	Ex-ceeded goal (108%)	60,000	
Managing outreach dental care for seniors	Department of Health Im-provements	Target no. of people	3,500	4,040	Ex-ceeded goal (115%)	3,500	5,320	Ex-ceeded goal (152%)	4,000	
Supporting customized dementia services	Department of Health Im-provements	Target no. of people	80,000	85,490	Ex-ceeded goal (107%)	110,000	168,744	Ex-ceeded goal (153%)	140,000	
Identifying and registering high-risk individuals and improving case management	Department of Health Im-provements	No. of mental health surveys for seniors age 65 or older	1,500	16,979	Exceed-ed goal (1132%)	2,000	3,926	Ex-ceeded goal (196%)	2,500	
Developin-ga culture of respecting life and improving the awareness of suicide prevention	Department of Health Im-provements	No. of cam-paigns	170	185	Ex-ceeded goal (109%)	170	183	Ex-ceeded goal (108%)	170	

Increasing training for suicide prevention professionals	Department of Health Improvements	No. of trainees as suicide prevention professionals	120	420	Ex-ceeded goal (350%)	120	320	Ex-ceeded goal (267%)	130	
Supporting senior vaccinations	Department of Health Improvements	No. of vaccinated individuals	445,343	467,427	Ex-ceeded goal (105%)	445,343	489,432	Ex-ceeded goal (110%)	445,343	
Increasing sickbeds for nursing and caretaking services	Department of Public Health and Sanitation	No. of sickbeds	857	1,755	Ex-ceeded goal (205%)	1,000	2,634	Ex-ceeded goal (263%)	1,500	
Providing integrated support services for seniors who live alone	Department of Disabled Welfare	Establishing and operating integrated support centers for seniors living alone	Create a plan for establishing and operating centers	Plan established	Achieved (100%)	Operation	Operation	Achieved (100%)	Operation	
Increasing elderly case management in the region by focusing on elderly home care support centers	Department of Disabled Welfare	No. of case managers / No. of seniors for case management	60 people per 46 offices	39 people for 39 offices	Not achieved (85%)	70 people per 46 offices	70 people per 48 offices	Ex-ceeded goal (104%)	8 case managers employed / 80 people per 46 offices	

Establishing protected facilities that offer support on nights and weekends and increasing the number of users of such services	Department of Disabled Welfare	No. of protected facilities open nights and weekends	4	4	Achieved (100%)	2	1	Not achieved (50%)	2	
Establishing and operating integrated support centers for seniors	Department of Disabled Welfare	No. of centers	Conduct pilot project	Conducted (1 center)	Achieved (100%)	Conduct pilot project	Conducted (1 center)	Achieved (100%)	2	
Implementing an ecofriendly high-speed incinerator	Department of Disabled Welfare	No. of high-speed incinerators	15 units remodeled	15 units remodeled	Achieved (100%)	15 units remodeled	15 units remodeled	Achieved (100%)	15 units remodeled	
Increasing management and certification projects for the quality of long-term care facilities	Department of Disabled Welfare	No. of certified institutions	6	7	Exceeded goal (117%)	6	5	Not achieved (83.3%)	6	
Increasing the awareness of long-term care insurance	Department of Disabled Welfare	Awareness rate among seniors aged 65 or older	4.5%	5.2%	Exceeded goal (116%)	4.5%	5.9%	Exceeded goal (131%)	4.8%	

Establishing a basic plan to support the commercialization of age-friendly products	Department of Disabled Welfare	No. of supporting companies	298	353	Exceeded goal (118%)	300	699	Exceeded goal (233%)	305	
Showcasing, demonstrating, and renting age-friendly products	Department of Disabled Welfare	No. of users	47,000	48,951	Exceeded goal (104%)	50,000	60,900	Exceeded goal (122%)	60,000	
Holding an exhibition for products related to senior welfare and rehabilitation	Department of Disabled Welfare	No. of booths	500	707	Exceeded goal (141%)	550	741	Exceeded goal (135%)	600	

- The detailed projects in the community support and health services domain can be divided into outreach services for seniors in vulnerable social groups, dementia and suicide prevention projects, vaccinations, and increasing sickbeds for integrated nursing and care services by the Department of Health Improvements, providing integrated support services for seniors who live alone, improving elderly case management in the region by focusing on elderly home care support centers, establishing protected facilities that are open nights and weekends under support by the city and increasing the number of service users, establishing and operating integrated elderly support centers, implementing eco-friendly high-speed incinerators, expanding the long-term care facility quality management and certification project, improving seniors' awareness of long-term care insurance, establishing a foundation to commercialize age-friendly products, showcasing, demonstrating, and renting age-friendly products, and holding an exhibition for products related to senior welfare and rehabilitation by the Department of Elderly Welfare. The goals for most of these projects have been achieved.

- Providing outreach health management for vulnerable seniors
  - The goal of this project was to promote a life of healthy aging and prevent the requirement of long-term care by improving health awareness among seniors in vulnerable social groups, improving seniors' abilities to manage their own health and maintaining and improving health.
  - The target individuals for this project include those who are vulnerable to disease or those with health behavior risks in vulnerable social groups who have difficulty using health improvement services. Nurses, physical therapists, dental hygienists, and other service providers at healthcare

centers visit homes to screen for health issues (assessing health condition and risk factors) and provide health management services (improve health, manage chronic illnesses, prevent complications, and manage health issues) for individuals, small groups of 2-4 people, or groups, and provide integrated healthcare and welfare services by using resources within and outside healthcare centers.

- In 2017, 64,648 homes were visited, which exceeded the goal of 60,000 homes.
- Managing outreach dental care for seniors
  - The goal of this project was to provide outreach health services by using the public healthcare institution network and community resources for seniors in vulnerable social groups and individuals in mental healthcare facilities who have difficulty visiting a normal dentist.
  - Free rounds of treatment are provided for seniors who use mental healthcare facilities or elderly facilities by offering oral examinations and consultations, cleaning teeth, applying fluorine, and conducting training on oral health. Oral treatment centers for the handicapped, Busan Dental Association, Korean Dental Hygienist Association, healthcare centers, and local universities are currently participating in this project.
  - In 2017, 5,320 people received services, which exceeded the goal of 3,500 people.
- Supporting customized dementia services
  - The goal of this project was to improve the awareness of dementia, creating a dementia-friendly environment, establishing a community dementia management system, and improving advance care of those that are at high risk for dementia.
  - Community resources are used for systematic care, such as diagnosing dementia, offering care services, and providing funds for dementia treatment, and build a comprehensive support system by operating dementia centers.
  - In 2017, 168,744 people received dementia diagnosis services and dementia treatment funds, which exceeded the goal of 110,000 people.
- Identifying and registering individuals who are at high-risk for suicide and improving case management
  - The goal of this project was to systematically manage elderly suicide prevention based on the increase in depression resulting from a decline in their support system, such as loss of economic power through retirement, death of their spouse, loss of their job or position, and physical decline.
  - Activities included early diagnoses of dementia, identifying high-risk groups through a depression and suicidal thought scale for users of welfare centers and Kyung-ro-dang, offering in-depth consultations and executing treatment projects, and providing psychological support services in association with welfare facilities and mental health improvement centers.
  - In 2017, a mental health survey was conducted 3,926 times on the elderly, which exceeded the goal of 2,000 times.
- Developing a culture of respecting life and improving the awareness of suicide prevention



- The goals are to improve suicide awareness and hold suicide prevention campaigns in which citizens can take part to spread awareness of the dangers of suicide and create a social atmosphere that actively takes measures to prevent suicide.
- Respect for life and suicide prevention campaigns were held in association with regional welfare centers, Kyung-ro-dang, and other elderly institutions, and the suicide prevention program was conducted and the respect for life pledge was signed by citizens.
- In 2017, campaigns were held 183 times, which exceeded the goal of 170 times.
- Increasing training to develop suicide prevention personnel
  - The goal of this project was to develop suicide prevention professionals and suicide prevention gatekeepers in the community to respond to crises, and build a community safety network against suicide among the elderly.
  - Other goals were to reinforce consultation skills, coping abilities, and other skills with the community for high-risk suicide groups targeting government workers in the field of social welfare, mental health improvement centers, family consultation centers, and medical institutions to develop suicide prevention professionals. An additional goal was to foster suicide prevention gatekeepers by developing the ability to assess suicide risks and sensitivity to suicide targeting practitioners who are directly or indirectly involved with the elderly, such as senior caretakers, visiting nurses, “tong” leaders, and volunteer workers.
  - In 2017, 320 suicide prevention personnel were trained, which exceeded the goal of 120 people.
- Supporting senior vaccinations
  - The goal of this project was to reduce illnesses and extend lifespans by improving the vaccination rate, since seniors with a weak immune system are more likely to catch infectious diseases, which is the main cause of hospitalization and death.
  - Free vaccinations for pneumonia and influenza viruses are offered for the elderly at healthcare centers and medical institutions and the program to improve the vaccination rate is actively supported.
  - In 2017, 489,432 people received vaccinations, which exceeded the goal of 445,353 people.
- Increasing the number of sickbeds for nursing and caretaking services
  - The goal of this project was to improve the quality of hospitalization services by providing services through hospital nurses and mitigating guardians’ financial burdens, a decrease in seniors living with their children, and increase in seniors living alone.
  - An additional goal was to improve the quality of services by monitoring and circulating projects associated with the National Health Insurance Service, and increasing participation from hospitals in terms of available sickbeds by fostering understanding and sympathy from medical groups and hospitals regarding nursing.
  - In 2017, 2,634 sickbeds were secured, which exceeded the goal of 1,000 sickbeds.

- Providing integrated support services for seniors who live alone
  - This included integrated support centers for seniors living alone that can serve as a safety network for the main indices of the WHO project in order to handle suicide among vulnerable seniors who live or die alone, which has occurred multiple times in Busan in the past several years.
  - The “Ordinance for Supporting Seniors Living Alone in Busan Metropolitan City”, which is the legal standard for establishing centers, was enacted, and the goal of establishing one center was achieved (2016) based on this ordinance, which will continue in 2018. This is regarded as an appropriate measure for the current issue regarding seniors living alone.
  - The integrated support center for seniors living alone identified 15,900 seniors living alone through sixteen local governments, and various caretaking services were offered to these seniors, which is a favorable outcome after achieving the goal.
- Increasing elderly case management in the region by focusing on elderly home care support centers
  - This project provided meticulous case management services through elderly home care support centers. This project is advantageous because it assesses needs and provides individualized services in a timely manner so that case management is improved for target seniors.
  - Of the institutions that offered such services, 39 institutions offered customized case management services in 2016, which is only 85% of the goal of 46 institutions. In 2017, 48 institutions offered customized case management services compared to the goal of 46 institutions; hence the goal was exceeded by 104%. The goal was 60 people in 2016; and 70 people in 2017, and 100% of these goals were achieved based on the number of seniors who received services.
- Establishing protected facilities that offer support on nights and weekends and increasing the number of users of such services (50% achieved)
  - This project is significant in that it also included outsiders in the caretaking system through public support for improving care for sick seniors in the community.
  - In 2016, the goal of four centers was achieved, which strengthened the community's protective functions. In 2017, only one center was established compared to the goal of two centers, thereby achieving only 50% of the goal.
- Establishing and operating integrated support centers for seniors
  - Integrated support center for seniors provide personalized services by identifying public or private services that respond to various needs for long-term care recipients and outsiders in the community that live at home.
  - This project also continuously connected seniors with necessary resources \ during case management and involved integrated case management as needed. Therefore, it also served as a preventative service that satisfied the needs for services in advance by providing various resources, enabling seniors with long-term care needs to stay in their community for a longer time.
  - Pilot projects were executed in 2016, 2017, and 2018, and 100% of the goal was achieved each

year.

- Implementing an eco-friendly high-speed incinerator
  - The implementation of an eco-friendly high-speed incinerator is important for “dying well”. Therefore, in response to the increase in the cremation rate and crisis prevention with the suspension of cremation facilities, fifteen existing cinerators were remodeled into eco-friendly high-efficiency cinerators in 2016 and 2017; hence 100% of the goal was reached.
  - Incinerators will continue to be remodeled until the year 2020 to fulfill the needs of the elderly with respect to “dying-well”.
- Increasing management and certification projects for the quality of long-term care facilities
  - The goal of this project was to secure a minimum standard for services from long-term senior care institutions to secure stability and improve the quality of care services. In 2016, seven long-term care institutions were certified, which is 116% of the goal of six institutions.
  - Actively disclosing facility information by implementing a certification system for long-term senior care institutions will help facilities become more efficient and transparent, improve service quality, and boost user satisfaction.
- Increasing the awareness of long-term care insurance
  - The goal of this project was to improve awareness of the long-term care insurance system among seniors aged 65 or older through various active promotion activities.
  - Bottom-up adjustment of awareness was conducted by improving the recognition examination method used by public corporations.
- Building infrastructure to commercialize age-friendly products
  - The goal of this project was to contribute to improving quality of life in a super-aged society by supporting the industrialization of relevant companies to invigorate age-friendly projects.
  - Technical support, testing and analysis, and marketing services were provided for companies related to invigorating age-friendly projects. In 2016, 353 companies received support compared to the goal of 298 companies, and in 2017, 699 companies received support compared to the goal of 300 companies, and 118% and 233% of goals were achieved, respectively.
  - In 2018, post-management, testing of new products, and active order promotion are currently underway for 305 supported companies.
- Showcasing, demonstrating, and renting age-friendly products
  - Age-friendly products were promoted, showcased, and demonstrated to the elderly, potential consumers, and the younger generation, who will be future consumers, which contributed to the commercialization of age-friendly products, and increased users' awareness of such products.
  - In 2016, products were rented to 48,951 people compared to the goal of 47,000 people, and in



2017, products were rented to 60,900 people compared to 50,000 people to fulfill the needs of (potential) consumers.

- Holding an exhibition for products related to senior welfare and rehabilitation
  - Age-friendly companies showcased their products and allowed citizens to try them, and buyers were invited for an opportunity to promote and offer consultations regarding the exportation of products to relevant companies.
  - In 2016, 707 exhibition booths were set up compared to the goal of 500 booths, and in 2017, 741 booths were set up and managed.

## 4. Qualitative Evaluation of the Success In Eight Domains

### 1) Outside spaces and buildings

#### (1) Evaluation by consumers

- The elderly responded that the aspects lacking in their living environment were ‘green spaces, parks, etc (67.1%).By age group, elderly aged ‘over 80’(35.8%), noted that they required green space.
- “Stairs/sloped roads” were cited as a difficult aspect associated with going out.  
Higher age was associated with more difficulty with stairs and sloped roads.

#### (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Increasing the safety and convenience of the city	<ul style="list-style-type: none"><li>- BF-based, multi-faceted support to increase safety, accessibility, and functionality so that the elderly can use facilities conveniently and safely</li><li>- Focus on walking compatibility of the elderly to support vigorous walking activity, backed by accessibility, land use, and transportation infrastructure for various facilities</li></ul>	<ul style="list-style-type: none"><li>- Increase Barrier-Free certified facilities</li><li>- Inspection of facilities for the disabled, elderly and pregnant women</li><li>- Establish zones for walking environment improvements</li><li>- Gradually develop uninterrupted walking areas</li><li>- Remodeling parks to be age-friendly parks</li></ul>	<ul style="list-style-type: none"><li>- Detailed objectives are generally in line with recommendations in WHO guidelines</li><li>- Projects were appropriately selected in line with the detailed objectives</li><li>- The sustainability of the detailed projects is expected to be high</li></ul>

Create a pleasant environment	<ul style="list-style-type: none"> <li>- Develop a wide range of urban environments such as age-friendly parks, urban infrastructure, parks, plazas, and building placements to support the convenience of the use environment</li> </ul>	<ul style="list-style-type: none"> <li>- Increase Barrier-Free certified facilities</li> <li>- Inspection of facilities for the disabled, elderly and pregnant women</li> <li>- Establish zones for walking environment improvements</li> <li>- Gradually develop uninterrupted walking areas</li> <li>- Remodeling parks to be age-friendly parks</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed objectives are generally in line with recommendations in WHO guidelines</li> <li>- Projects were appropriately selected in line with the detailed objectives</li> <li>- The sustainability of the detailed projects is expected to be high</li> </ul>
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#### A. Suitability of detailed objects by topic area

- In the "Outdoor spaces and buildings" topic area, two objectives for improving the safety and convenience of the city and creating a lively environment were set. In line with these objectives, three action items were derived, leading to the operations of detailed projects.
- WHO guidelines state that the content of the "Outdoor spaces and buildings" should include aspects of "environment", "green spaces", "seating areas", "pavements", "roads", "transportation", "bicycle paths", "security", "buildings", "service facilities" and "public toilets" <sup>1</sup>
- In the "Outdoor Space and Buildings" area of the Busan City Plan, these 11 details are within comprehensive goals of 'increasing the safety and convenience of the city' and 'creating a pleasant environment', including the contents contained in the WHO Guidelines flexibly.
- By engaging in a certification program for barrier-free facilities and conducting inspections for facilities for the disabled, elderly and pregnant women, the city is changing the living environment and convenient facilities to become barrier-free, which appears to be contributing to a convenient living environment for the elderly and others significantly.

<sup>1</sup> Items in the "Outdoor Space and Buildings" area recommended by the WHO Guidelines

Key contents	
Environment	Cleanliness of the city
Green space and sidewalks	Places to rest, green space and pedestrian-friendly sidewalks
Outdoor seating areas	Chairs placed in public transportation stations and public places, chair safety
Pavements	Management of pavements, convenience of using wheelchairs
Roads	Visual and auditory signals for crosswalks, traffic islands and crosswalk signals
Transportation	Pedestrian-focused traffic regulations
Bicycle paths	Presence of bicycle paths
Safety	Public order, bright street lights, police patrol
Service facilities	Distance from elderly residential areas, elderly-only waiting lines
Buildings	Elevators, ramps, signage and public toilets with handicap access
Public toilets	Cleanliness, conveniently located

- However, such comprehensive coverage may open possibilities of missing specific action items, thus requiring a plan that can include specific details

#### B. Detailed contents and suitability of detailed projects by topic area

- The detailed objectives of “Outdoor space and buildings” topic area is increasing the safety and convenience of the city and creating a pleasant environment; detailed projects appear to be appropriately set to achieve such objectives
- In other words, due to certifications for barrier-free facilities and inspections for facilities for the disabled, elderly, and pregnant women, the city is changing the overall city space to become barrier-free; moreover, these attempts and improvements to the walking environment and age-friendly parks appear to be systematically allowing the city to become more age-friendly.
- Adding age-friendly aspects or changing such aspects in existing parks appears to be highly desirable as people of various ages can all use the parks
- Conversely, plans should be made to allow all gu's to participate in the zoning for walking environment improvements and developing uninterrupted walking areas so that the development can be phased and streamlined across the entire region
- Urban regeneration projects for underdeveloped areas in Busan are ongoing; it is necessary to prepare age-friendly plans for these areas, considering that these areas can house large numbers of the elderly.

#### C. Suitability of detailed projects by topic area

- All projects in the topic area of “Outdoor spaces and buildings” appear to have a high degree of sustainability after Phase 2 of the Age-Friendly Busan Metropolitan City.
- The certification program for a barrier-free living environment and inspections for facilities for the disabled, elderly and pregnant women can be continuously expanded in their application.
- The zoning for walking environment improvements and developing uninterrupted walking areas appear to be in their nascent stage; thus, it is important to expand these in phases to achieve high sustainability
- The remodeling of existing parks to age-friendly parks is expected to become foundational in allowing people of various ages to live together, with the age-friendly renovations as well as the creation of age-friendly exercise parks and ecological parks; these efforts are expected to continue on a gradual basis

## 2) Transportation

### (1) Evaluation by consumers

- Buses were the most frequently used means of transportation when going out, with 47.9% of the respondents using them. Women were particularly found to use buses as a means of transportation when going out.
- 23.3% of the elderly people responded that they currently drive, and 68.9% of the respondents re-

ported that they had not driven before The key difficulty faced while driving was ‘loss of vision during the nighttime’ (23.6%)

## (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Improving the convenience of public transportation	<ul style="list-style-type: none"> <li>- Increase the design and visibility of road signs</li> <li>- Improve the bus stop environment to become age-friendly, such as slip prevention and support</li> <li>- Public transportation should be designed so that it is barrier-free, reflecting the concept of universal design so that it is convenient for everyone</li> </ul>	<ul style="list-style-type: none"> <li>- Install traffic safety facilities in the elderly zone</li> <li>- Improve stairways in subway stations</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed objectives are generally in line with recommendations in WHO guidelines</li> <li>- Projects were appropriately selected in line with achieving the detailed objectives</li> <li>- Detailed projects are expected to be largely sustainable</li> </ul>
Creating a safe transportation environment	<ul style="list-style-type: none"> <li>- Strengthen traffic safety education for seniors</li> <li>- Improve the public transportation environment to be more age-friendly, such as increasing the number of low-floor buses.</li> </ul>	<ul style="list-style-type: none"> <li>- Traffic safety education for seniors</li> <li>- Increase the number of low-floor buses</li> </ul>	

### A. Suitability of detailed objects by topic area

- The transportation topic area has two detailed objectives for improving the convenience of public transportation and creating a safe transportation environment, resulting in five action items and detailed projects to achieve these action items
- The WHO Guidelines recommend including the 15 items of “affordability”, “reliability and frequency”, “travel destinations”, “age-friendly vehicles”, “specialized services for older people”, “priority seating”, “transport drivers”, “safety and comfort”, “transport stops and stations”, “information”, “community transport”, “taxis”, “roads”, “driver competence”, and “parking” <sup>2</sup>
- In the transportation area of the Busan City Plan, these 15 details are within the comprehensive goals of ‘improving convenience of public transportation’ and ‘creating a safe transportation environment’, including the 15 detailed items contained in the WHO Guidelines flexibly.
- The action items of the transportation topic area include both hardware, such as road signage, bus stations, public transportation environment and low floor buses and software, such as education for elderly drivers. Detailed projects are set to achieve them



**B. Detailed content and suitability of the detailed projects by topic area**

- The detailed projects in the transportation topic area have been set appropriately to outline the strategic tasks to achieve the detailed goals of ‘improving convenience of public transportation’ and ‘creating a safe transportation environment’.
- The fact that transportation safety education for the elderly was included with the physical improvements of the transportation environment appears to be desirable
- However, the scope of the detailed projects does not appear to include the entire public transportation environment, and would require amendments, such as expanding elderly zones

**C. Suitability of detailed projects by topic area**

- The majority of the projects included in the transportation area need to be continued after Phase 2 of the Age-Friendly Busan Metropolitan City, and such projects are expected to have high sustainability
- The project involving the installation of traffic safety facilities in the elderly zone needs to be implemented in all elderly zones across Busan, and the sustainability of this project appears to be high
- Improving stairways in subway stations will need to be applied to all stations in phases, and this project also appears to have high sustainability
- The traffic safety education for the elderly seems to be a project that should be repetitive, not a one-off, with high sustainability

2 Items in the “Transportation” topic area recommended by the WHO Guidelines

Key contents	
Affordability	Senior discounts for transportation
Reliability and frequency	Frequent dispatch times
Destinations	Easy access to key destinations such as hospitals and health centers, and good connection to various transport options
Age-friendly vehicles	Vehicles are pleasant, with clear indication of vehicle number and destination
Specialized services for the elderly and people with disabilities	Presence of specialized services for the elderly and disabilities
Priority seating	Presence of priority seating for seniors
Transport drivers	Drivers obey traffic rules and are considerate of the elderly
Safety and comfort	Crime safety
Transport stops and stations	Stations are close to residential areas, and are clean and well-lit
Information	Information for transport options and timetables are clear
Community transport	Securing volunteer drivers
Taxis	Discounts for elderly people with low income, and room for wheelchairs and/or walking frames
Roads	Roads are well-maintained, with well-regulated traffic flow and strongly enforced rules of the road
Driving competence	Refresher driving courses
Parking	Affordable parking, priority parking for seniors



- Buses, a leading public transportation method, will need to be replaced with low-floor buses, which require ongoing implementation. Therefore, this project needs to be continued until a certain number of buses have been replaced.

### 3) Housing and housing environment

#### (1) Evaluation by consumers

- The most in-demand housing policies for the elderly were found to be 'loan support for housing repair and renovations' and 'expansion of nursing facilities and old-age homes'.
- The accessibility requirements for the elderly were found to be largely within 10~30 minutes, with notable exceptions being 'markets, supermarkets and places to purchase everyday goods' and 'buses and subway stations'



(2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Housing security	<ul style="list-style-type: none"><li>- Strengthen financial support for low-income elderly housing and help homeowners to lease housing</li><li>- Provide counseling for housing improvements and related information, and support the renovation expenses of elderly housing to improve their convenience and prevent accidents</li><li>- Support the elderly to become self-sufficient in the regional community by installing and operating housing support centers</li></ul>	<ul style="list-style-type: none"><li>- Housing counseling for residents at risk and support the provision of housing expenses</li><li>- Support age-friendly housing improvements</li><li>- Build and operate a housing welfare committee</li></ul>	<ul style="list-style-type: none"><li>- Detailed objectives are generally in line with recommendations in WHO guidelines</li><li>- Projects were appropriately selected in line with the detailed objectives</li><li>- The sustainability of the detailed projects is expected to be high</li></ul>
Establish welfare infrastructure within short distances	<ul style="list-style-type: none"><li>- Develop and supply various forms of customized elderly residence programs</li><li>- Establish an elderly friendly living community centering around elderly residences</li></ul>	<ul style="list-style-type: none"><li>- Construction and operation of public silver houses and</li><li>- Establishment and operation of the village office</li></ul>	
Improving the quality of existing residential environments	<ul style="list-style-type: none"><li>- Create elderly-friendly living environments by improving underdeveloped residential environments</li></ul>	<ul style="list-style-type: none"><li>- Residential environment improvements</li><li>- “Saeddeul Maeul (New Field Community)” project</li></ul>	

A. Suitability of detailed objects by topic area

- The Housing topic area has detailed objectives of housing security, the establishment of welfare infrastructure within short distances and improving the quality of existing residential environments. Six action items were set and seven detailed projects are underway to support them.
- The WHO Guidelines state that the content of the housing topic area should include “affordability”, “essential services”, “design”, “modifications”, “ageing in place”, “community integration”, “housing options”, “living facilities” and “living environment”.<sup>3</sup>
- In the Busan City plan, the “housing” topic area has set up three detailed goals including these ten content items.

## B. Detailed content and suitability of detailed projects by topic area

- The detailed objectives of the “housing” topic area are housing security, the establishment of welfare infrastructure within short distances and improving the quality of existing residential environments.  
The detailed projects appear to reflect these objectives well.
- Projects that improve residential environments, housing and public silver housing work to create an age-friendly residential environment, and the housing counseling, house maintenance service centers and housing welfare committee seek to support residential services
- Projects that enable Aging in Place such as supporting age-friendly housing improvement projects, installing and operating village offices, improving the residential environment and ‘Saeddeul Mae-ul(New Field Community)’ projects appear to be appropriate
- Moreover, residential services are provided by the housing welfare committee and installing and operating village offices, which appear to be appropriate
- While the installation and operation of public silver housing markets are facing hurdles in implementation due to civil complaints, they appear to be appropriate for age-friendly housing design and affordable housing support.

## C. Suitability of detailed projects by topic area

- The majority of projects included in the “housing” topic area appear to be very sustainable.
- Installing and operating village offices and housing welfare committees, which are critical for the elderly and should be continued more systematically, are within the residential service’s responsibilities.
- Establish and operate village offices supporting the installation of diverse forms of offices in underdeveloped regions with detached single-family homes and supporting housing maintenance and residents’ convenience, such as repairs, tool rental and unmanned courier services. As residents of these regions are elderly, this project appears to be sustainable

3 Items in the “Housing” topic area recommended by the WHO Guidelines

Key contents	
Affordability	Affordable housing
Essential services	Affordable essential services
Housing design	Appropriate air conditioning or heating, spatial design adapted for the elderly
Modifications	Subsidies for housing modifications
Maintenance	Public housing, rental housing
Ageing at home	Accessibility to services and facilities, “ageing in place”
Community integration	Continued support for integration with the regional community
Housing options	Housing support for affordable pricing, options to select housing
Housing facilities	Sufficient housing for the elderly provided in the region
Living environment	Housing with no overcrowding, high comfort, and no natural disasters; financial assistance for housing security check-ups

- Provide housing counseling for residents at risk and support the provision of housing expenses helping at-risk households experiencing business failure and unemployment with fuel, living and housing expenses.
- The establishment and operation of housing welfare committees are currently undergoing situation analysis and response strategies; however, this is critical for the residential stability of the at-risk groups in Busan and appears to be very sustainable.
- Residential environment improvements, Saeddeul Maeul (New Field Community) projects and age-friendly housing improvements must continue given the rise in elderly households and for Aging in Place. They are expected to be very sustainable
- The installation and operation of public silver households are facing difficulties from civil complaints, and require strategies for responding to such difficulties.

#### 4) Social participation

##### (1) Evaluation by consumers

- 36.9% of the elderly stated that they 'stay home' as their main daily task, followed by 'meeting with friends and neighbors' (29.1%), 'go to parks or mountains' (17.0%) and 'go to welfare centers or senior citizen centers' (14.6%). As the respondents' age increased, meeting with friends and family was particularly less frequent. Conversely 47.5% of those aged 'over 80' responded that they go to welfare centers or senior citizen centers
- 84.0% of all elderly people surveyed had regular meetings they attended. The most common types of meetings they attended were 'meetings between friends'(87.1%), followed by 'religious group meetings' (23.5%), 'hobby groups' (17.7%) and 'senior people's homes' (16.4%)
- In the volunteer section, 94.1% of all respondents indicated that they 'have never done volunteer work before', followed by 3.7% who 'did it before but now do not'. Only 2.2% responded that they 'are currently involved with volunteer work'.
- The average score of the elderly to access information was 3.41 points (5 point scale). 46.9% the respondents said that it was 'easy' to get the information they needed, and 10.9% said it was 'difficult'.
- The main method of information acquisition for the elderly, regarding the most frequently used methods and accessing reliable information, were 'television', 'people around them' and 'Internet'. 'the Women' were more likely than 'men' to use other people around them to obtain information.
- The top information required for elderly people was 'information on health' (34.2%), followed by 'information on jobs (13.7%)'

##### (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Expand opportunities for social participation	- Develop various volunteer programs and infrastructure to invigorate volunteer work by the elderly	- Support recreation groups for elderly support	<ul style="list-style-type: none"> <li>- Detailed objectives are generally in line with recommendations in WHO guidelines</li> <li>- Projects were appropriately selected in line with the detailed objectives</li> <li>- The sustainability of the detailed projects are expected to be high</li> </ul>
	- Strengthen lifelong education systems and programs required for the elderly, expanding their opportunities to participate in education	<ul style="list-style-type: none"> <li>- Provide lifelong education for the less privileged class</li> <li>- Manage colleges for people aged over 50</li> </ul>	
Encourage social participation and construct the required infrastructure	- Establish infrastructure and develop programs enabling the elderly to engage in hobbies and self-development	<ul style="list-style-type: none"> <li>- Strengthen elderly colleges and elderly classes</li> <li>- Support programs for neighborhood senior centers (Kyung-ro-dang)</li> </ul>	
	- Expand infrastructure and programs for the newly aged	- Operate lifestyle redesign support centers for people aged over 50	

#### A. Suitability of detailed objects by topic area

- The detailed objectives of the social participation topic area focus on expanding opportunities for social participation and constructing infrastructure to activate social participation by the elderly. These detailed objectives are very well balanced and can meet conditions for expanding social participation by the elderly.
- The WHO Guidelines include “accessibility of events”, “timing of events”, “participation with others”, “affordability”, “information about events”, “range of events”, “participation by various groups in the regional community” and “preventing isolation” in the “social participation” topic area.<sup>4</sup>
- The “social participation” topic area in the Action Plan for an Age-Friendly Busan Metropolitan City have two detailed objectives relating to expanding participation opportunities for the elderly, supporting the development of various programs and installing infrastructure relating to diversity and accessibility, cost support and preventing isolation.

#### B. Detailed contents and suitability of detailed projects by topic area



- Detailed projects include methods to draw social participation by the elderly through volunteer work, strengthening education programs and lifelong learning required for elderly lifestyle to expand opportunities for the elderly to participate in education, constructing infrastructure that can help the elderly with their hobbies and self-development; The plans for expanding infrastructure and programs for the newly aged particularly demonstrated the age-friendly policies Busan had relating to social participation

C. Suitability of detailed projects by topic area

- The majority of projects are being conducted using existing elderly welfare centers, which have the potential to grow and expand. However, colleges for people aged over 50 and lifestyle redesign support centers for people aged over 50 are projects that did not exist and, thus, may be difficult to implement; however, considering the characteristics of the baby boomer generation aged over 50, a separate infrastructure is required from the existing infrastructure for the elderly

5) Respect and social inclusion

(1) Evaluation by consumers

- Research indicates that elders have a generally high level of a sense of community. Indicators such as mutual recognition of the members of the community, the level to which opinions are reflected in the decision-making process and attachment to the residential region show how much the elderly are integrated with the regional community in which they reside.
- 57.3% answered 'agree' and 'strongly agree' to the statements 'this region is a good place to live for me' and 'I would like to live in this region for a long time'. Additionally, 54.2% of the respondents answered that 'the people in this area generally get along with each other', 49.7% of the respondents said 'I know most of the people I live in'; while only 36.1% responded positively to the item 'my opinions are reflected in the opinion collecting process or decision-making in the regional community'.
- While the above statement did not refer to the overall perception of society, it appears that the sense

4 Items in the "Social Participation" topic area recommended by the WHO Guidelines

Key contents	
Accessibility	Highly accessible venue for events or activities
Timing	Convenient time for the elderly to participate
Participation by others is possible	Participate alone or with a companion
Affordability	Affordable costs without additional costs
Information	Provide information on the accessibility and transportation methods for events and activities
Diversity	Provide activities that a diverse range of elderly groups prefer
Participation by various groups in the regional community	Held in a variety of venues including recreation centers, schools, libraries, community centers, and parks
Prevent isolation	Events to prevent social isolation

of community held by the elderly toward the regions they reside in appears to be high. As the regional sense of community may lead to low social exclusion and high social integration, these results can be seen as positive. However, the fact that the elderly have a comparatively low perception of their opinions being reflected in the opinion collecting, or decision-making process in the regional community does not align with the direction of the Age-Friendly City where they are meant to be active subjects; thus, this results in significant issues.

## (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Improve integration between generations	<ul style="list-style-type: none"> <li>- Hold various events for all generations</li> <li>- Provide educational programs to strengthen communication with family, relatives and neighbors</li> <li>- Encourage senior participation in public meetings and social gatherings in the development of public services and other services</li> <li>- Engage a monitoring team that induces active participation by seniors in the creation of the Age-Friendly City</li> </ul>	<ul style="list-style-type: none"> <li>- Support for vulnerable groups to enjoy culture and art</li> <li>- Form and operate the Super Senior policy advisory</li> <li>- Educate “sunbae” (senior) citizens</li> <li>- Install and operate senior’s halls</li> <li>- Expand the value of “hyo” for the respect of the elderly</li> <li>- Provide education programs for preventing elder abuse and protecting human rights</li> <li>- Support inter-generational integration programs</li> </ul>	<ul style="list-style-type: none"> <li>- Recommendations from the WHO Guidelines are consistent with the detailed objectives</li> <li>- Projects have generally been appropriately selected to meet specific goals, but it is proposed to move culture-related projects to the “social participation” topic area, which consists of project material reflecting the needs of the elderly</li> <li>- The sustainability of the detailed projects is expected to be high</li> </ul>
Create a place for regional and social integration			
Improve perceptions of the human rights of the elderly			

### A. Suitability of detailed objects by topic area

- The “respect and social inclusion” topic area has three objectives of improving integration between generations, creating a place for regional and social integration and improving perceptions of the human rights of the elderly. In line with these objectives, five action items were derived, leading to the operation of detailed projects.
- According to the WHO Guidelines, the content of the “respect and social inclusion” section should



- include ‘respectful and inclusive services’, ‘public images of aging’, ‘intergenerational and family interactions’, ‘public education’, ‘community inclusion’ and ‘economic inclusion’.”<sup>5</sup>
- The ‘respect and social inclusion’ section of the Action Plan for An Age-Friendly Busan Metropolitan City does not include ‘economic inclusion’ or supporting the economically disadvantaged elderly. It appears that the support for the vulnerable elderly group is composed of the National Basic Livelihood Security from the central government, and the lower 70% of the elderly also receive a basic pension. Accordingly, it was not considered in the Action Plan. Moreover, efforts to alleviate elderly poverty were focused on in the ‘civic participation and employment’ section, establishing job support and employment education for the elderly.
  - However, improving the economic inclusion of the elderly is something that should be considered by Busan, as it has the highest ratio of aged population among the Metropolitan cities. Therefore, it is important to include differentiated objectives and execution of such objectives to improve the economic inclusion of the elderly in the Action Plan. This will be a cornerstone for the social integration of the elderly.
  - Conversely, WHO Guidelines indicate the importance of ‘public education’ for the elderly in the respect and social inclusion topic area; the Action Plan includes lifelong education-related action items and key objectives in the “social participation” section. Additionally, other action plans and detailed projects appear to be appropriately based on WHO Guidelines for the Respect and Social inclusion section.

**B. Detailed content and suitability of detailed projects by topic area**

- The projects under “respect and social inclusion” were selected after developing action items based on the Busan version of the National Survey of Senior Citizens measuring age-friendliness, and, thus, have a high level of appropriateness for project execution.
- The detailed objectives of this area included improving integration between generations, creating a place for regional and social integration and improving perceptions of elderly human rights, and the detailed projects appear to be appropriate for meeting the objectives
- However, there were discrepancies in supporting the enjoyment of culture and the arts by the vul-

5 Items in the “Respect and Social Inclusion” topic area recommended by the WHO Guidelines

Key details	
Respectful and inclusive services	Government, private companies, and volunteer groups gather opinions from the elderly
Public images of ageing	Depict positive images of elder people without standardizing elderly people
Intergenerational and family interactions	Establish community events and prepare events for various generations
Public education	Provide education on understanding aging and old age in elementary and secondary education
Community inclusion	Recognition of present and past merits
Economic inclusion	Support for the economically disadvantaged elderly



nerable class (including five sub-projects). This is because the project targets low-income classes of all ages and not simply the elderly, because the main purpose of the project is in supporting artists (i.e. nurturing and placing cultural experts) and thus cannot be a project dedicated to creating an age-friendly city

- These cultural projects also lack uniformity with the three objectives of “respect and social inclusion”. While there are possibilities that integration between generations would be advanced and places for social and regional integration would be created in the process of enjoying culture, it could be proposed that the enjoyment of leisure and cultural activities could be set as a new objective. As the elderly period of life is longer and the age group of what is defined as the elderly generation becomes more diversified, the demand for a diverse set of culture is rising given their colorful social, economic and cultural backgrounds. Therefore, it is not only necessary to provide cultural welfare services for the vulnerable group, but also to engage in various cultural projects to meet the diversified needs of the elderly
- For example, New York’s plan for an Age-Friendly City contains an action item under cultural and leisure arts, which is a partnership between senior centers and libraries. Busan could also consider similar linkages between elderly welfare centers and university libraries. For example, as the cultural programs for the newly aged expand, the silver film festival (where the elderly can showcase their films), silver fashion shows (by senior models), increased roles for the elderly in regional festivals (i.e. Gwangalli Eobang Festival), and active promotion of senior discounts for movies could be some ideas to provide opportunities for the elderly to enjoy culture and the arts.
- However, since the above cultural projects are related to supporting the leisure and culture of the elderly, it would be more appropriate to include them in the “social participation” section among the eight topic areas. It is proposed that social participation be expanded into leisure and social participation so that it could include initiatives that relate to lifelong education, leisure, and volunteering.
- In the area of “respect and social inclusion,” a project that is highly regarded to be innovative is the formation and management of the Super Senior Policy Advisory Group. The Super Senior Policy Advisory Group is used as a regular communications tool so that the elderly, as those most impacted by the policy, can put forth ideas, evaluate the policies and present their opinions. This is significant as the elderly take on an active role to become a part of building the age-friendly city, rather than simply being recipients of the services.
- The fact that many elderly individuals were wanting to be involved in the Super Senior Policy Advisory Group and that the application was competitive is also positive, as it reflects the willingness of the elderly to participate in society actively. Moreover, psychosocial effects such as higher self-efficacy in the elderly are expected as they experience how their opinions are reflected in the policies. From the perspective of the regional government, this project is also very experiential, and they have concluded that this project was very effective.
- A key project under the objective of ‘improving integration between generations’ is supporting inter-generational integration programs. All 12 elderly welfare centers participating in the project proposed activities that unified the first and third generations, and yielded improvements to the positive

perception of the elderly through a better understanding and emotional communication between generations.

- While the inter-generational integration programs are confined to programs in the elderly welfare centers, its form may be diversified in the future. This is a project that enables multiple approaches for inter-generational integration, such as programs for communication between the elderly in the Kyung-ro-dang and children's daycare homes and relationship improvement programs between the middle-aged and the elderly.
- The Elderly Hall, which is expected to be complete in August 2018, is composed of an Information Education Center(providing age-friendly information education), and an elderly employment support center and volunteer center(providing comprehensive support for the elderly's diverse range of social participation activities, such as reemployment and volunteering). The actual evaluation of the Elderly Hall could be done after its opening, measuring the number of elderly visitors, and achieving objectives relating to volunteering, information education, and employment support. For the Elderly Hall to function as a base for elderly-related projects and to act as a center for regional and social communication, it would be necessary to induce the use of space which is beneficial for local residents of various ages and projects that focus on the elderly, which would help to achieve objectives such as regional social integration and improving inter-generational integration.

#### C. Suitability of detailed projects by topic area

- Among the projects conducted in the area of 'respect and social inclusion', most of the projects are expected to be sustainable after Phase 2 of the Age-Friendly City except for the construction of the Elderly Hall, which is scheduled to be completed in 2018.
- The satisfaction levels of the elderly participating in the Super Senior Policy Advisory Group are very high, and it appears to have a very high level of feedback through actual policy monitoring; accordingly, this project is expected to continue.
- Expanding the value of Hyo for the respect of the elderly is a project that needs to continue for inter-generational integration, given the recent trends of lower levels of respect by the younger generation for the older generation. While the Senior Citizen's Day and Parent's Day festivals are a regular occurrence, it would be highly sustainable to include content that the younger generation can sympathize with, such as expanding positive perception for the older generation and expanding the value of Hyo.
- Support for inter-generational integration programs is also an important project as it decreases the emotional distance between the young generation and the older generation, and aims for social integration. A variety of approaches are expected, ranging from children-elderly, young-elderly and middle aged-elderly, enabling communication between various generations.
- Preventing elder abuse is a project that is highly sustainable, given the increasing interest that the human rights of the elderly is receiving. After the 2012 revision to the Social Welfare Services Act, human rights education for welfare workers has been strengthened. Going forward, educating those with the right to report and welfare workers is important. Moreover, the majority of elderly abuse takes place at home; as such, prevention education for the general public is of critical importance. An elder

abuse prevention project should be continued, to increase human rights sensitivity of all citizens.

## 6) Civic Participation and Employment

### (1) Evaluation by consumers

- The respondents answered that they 'work for' their monthly living expenses, which averaged KRW 1.4 million and was the most frequent reply; this was followed by 'retirement/retirement pension' at KRW 0.8 million.
- 39.8% responded that their desired age of retirement was 'above 80', followed by '75~80' (34.4%), and '70~75' (15.6%).
- The average desired retirement age was 76.38 years.
- 20.0% of all respondents are willing to work if they can find suitable jobs.
- 'Public work' led the desired type of work at 27.0%, followed by 'security' (20.5%).
- 'Limitations in job opportunities and types of employment' was the most difficult issue associated with the elderly preparing for employment (58.2%), and this limitation was experienced more by 'men' (64.3%) versus women (21.6%). Moreover, elderly 'aged over 80' experienced a lower level of difficulty associated with obtaining sufficient information for employment compared to other age groups.
- The elderly respondents thought that the most effective method for obtaining employment opportunity after 69 was 'introduction through acquaintances' (47.4%), which was higher than 'public institutions' (35.0%).
- 'Lack of a suitable job' was cited as the most frequent reason why the elderly did not work (77.4%) (based on ranks 1+2+3), followed by 'poor working conditions' (70.1%).
- 20% of all elderly surveyed responded that they are willing to work if there was a suitable job; 'public work' was the most favorite type of work at 27.0%, followed by 'security' (20.5%). '5 days a week (68.5%)' of work was preferred over '2-3 days of work per week (31.5%)'.
- Given a suitable job and a willingness to work, the elderly thought that their most significant weakness was 'lack of skills'(47%). Younger individuals cited a 'lack of skills' as their particular weakness more often than older individuals
- It was found that the elderly did not have experience using available resources outside of 'basic pension' ('Basic Livelihood Security', 'Senior Club', and 'Elderly Jobs Project', etc') Not only did they not have experience with these projects, but their desire to use them was also below 40%, except 'basic pension'.

### (2) Evaluation by experts



Detailed objective	Action item	Detailed project	Evaluation
Prolong retirement age and expand re-employment opportunities	- Expand opportunities to work until retirement by expanding job opportunities for the elderly	- Operate elderly job support centers - Support for establishing elderly job skills club (16)/support for club activities for those over 50 (17)	- Detailed objectives are generally in line with recommendations in WHO guidelines - Projects were appropriately selected in line with the detailed objectives - The sustainability of the detailed projects is expected to be high
	- Strengthen customized job support services for employment and reemployment desired by the elderly	- Expand jobs for baby boomers for their contributions to society	
Expand jobs for elderly people in the public sector	- Expand opportunities for the elderly to participate in various jobs, for personal income and public gain purposes	- Expand jobs for elderly people in the public sector, specifically for the less privileged elderly	
Expand new forms of employment in the social economy sector	- Provide support for elderly entrepreneurs and social enterprises	- Job training and employment support for the elderly	

#### A. Suitability of detailed objects by topic area

- The detailed objectives of the civic participation and employment are prolonging the retirement age and expanding reemployment opportunities, as well as expanding jobs for elderly people in the public sector and new forms of employment in the social economy sector. These detailed objectives are very balanced and can meet the conditions required to stimulate employment in the elderly and middle-aged population
- The WHO Guidelines recommend that the civic participation and employment section include ‘volunteering support’, ‘quantitative increase in elderly employment’, ‘providing opportunities for paid work’, ‘no discrimination based on age’, ‘barrier-free working environment’, ‘entrepreneurship support’, ‘re-employment education’, and ‘increasing elderly participation in the decision-making in the volunteering sector’.<sup>6</sup>
- The “civic participation and employment” section has the detailed objectives of prolonging the retirement age and expanding reemployment opportunities, as well as expanding jobs for elderly people in the public sector and new forms of employment in the social economy sector. They do not set a separate objective for volunteering

#### B. Detailed content and suitability of detailed projects by topic area

- Detailed projects include the operation of job support centers, improving job provision for the elderly in the case of prolonging retirement and expanding reemployment opportunities.

- In 2018, the education materials included the third sector (social enterprises, cooperatives) particularly focused on entrepreneurship education and consulting opportunities. This is a highly-acclaimed strategy to improve the business skills of the educated elderly and raise their competitiveness
- Supporting the elderly who seek employment for club activities, monthly publishing of elderly job journals, and operating elderly support portals have enabled on/off-line activities to provide the elderly with the information required, and identified employment demand, inducing customized employment. Moreover, the development of social contribution-style jobs and connecting them to the elderly can be evaluated from the perspective that it provided them with matching services for jobs of a volunteer nature that used the professional skills and experience of the elderly. This provided the elderly with opportunities to contribute to society, gave adequate financial benefits and feelings of achievement, and ultimately expanded the opportunity to secure sustainable employment.
- Expanding jobs for baby boomers enabled the matching of the 50+ generation with professional expertise with non-profit organizations, expanding social services and responding to the issue of aging. It provided the opportunity for social contribution to the 50+ generation with high educational background and a diverse range of experience, as well as reaping the social benefits of using them as social human capital.
- Expanding jobs for elderly people in the public sector created new public jobs for the elderly, contributing to supplementing the income of the vulnerable elderly population. This approach gave low-income elderly individuals a continued opportunity to participate in society, which was effective in bettering not only their economic status but also their health and social relationships
- Expanding new types of jobs in the social economy sector created social enterprises and cooperatives, which is classified as the third-sector, and which the middle-aged population may be competitive in. This diversified job opportunities and provided them with opportunities for employment education. It can be seen as a productive policy expanding employment opportunities for those who were less competitive than the younger generation in the labor market.

6 Items in the "Civic Participation and Employment" topic area recommended by the WHO Guidelines

	Key contents
Support for volunteer work	Training, rewarding, guidelines, compensation for individual expenses, and a wide range of options for elderly volunteers
Quantitative expansion	Increase the number of elderly employers
Providing paid work opportunities	Promote sufficient paid work opportunities for the elderly
No discrimination based on age	Age discrimination to be prohibited in recruitment, retention, promotion, and training, etc.
Barrier-free workspace	Workspace meets the needs of people with disabilities
Entrepreneurship support	Promote and support elderly self-employed persons
Re-employment training	Provide training on desired options after retirement
Promoting elderly participation in decision-making in the volunteering sector	Encouraging and promoting elderly membership in decision-making in the field of volunteerism

- Elderly job education and support is a project involving employment education for the elderly and providing them with jobs in a variety of sectors. In 2016, the target educated population was 12,400 and the target job support population was 1,000. The project educated a total of 12,448 individuals, and provided job opportunities for 1,120 individuals, resulting in 100.3% and 112% performance, respectively. In 2017, the target educated population was 12,400 and the target job support population was 1,000. The project educated a total of 21,721 individuals and supported 1,090 individuals, resulting in 175% and 109% versus target performance, respectively. Foremost the project diversified the type of jobs that could be held by the elderly, and provided a diverse range of educational opportunities for reemployment to those who desired it, raising the competitiveness of elderly individuals with a possibility of securing jobs. This is very significant as the project uncovered jobs that were not preferred by the younger generation, or that were more suitable for the elderly. Considering that it is difficult for the elderly to seek these jobs themselves, it is also significant as the project involved searching for firms demanding talent for inducing employment.

#### C. Suitability of detailed projects by topic area

- Most of the projects have the possibility of sustainably growing. Specifically, the elderly jobs project is expected to expand further given the desire for jobs by the elderly. It is deemed necessary to expand to the realm of social economy.
- For the baby boomers, to support them through their looming old-age and to ensure that they have economically stable lifestyles, more active job support is required. Moreover, policy support for expanding reemployment opportunities and providing them with information, reemployment education, and bridging jobs from their prior work to their old-age work.

## 7) Communication and information

### (1) Evaluation by consumers

- Research was conducted on the ability of the elderly to use computers and the Internet, accessibility of information, and frequently-used and reliable methods of information gathering. First, on the “ability to use the computer and the internet,” 48.8% of the elderly responded that they “do not know how to use it at all,” indicating that almost half of the elderly surveyed are unable to use a PC and online media. However, there are drastic differences among age groups. Among those who are unable to use the computer and the internet, 98.3% of those in their 80s responded that they are unable to use it; 74.5% in their 70s, and 23.3% in their 60s responded so, indicating that the younger elderly generation are proficient in dealing with digital devices and use them in life.
- Only 3.7% of the total elderly surveyed did not have cell phones; the majority of the elderly owned cell phones for communication and information searching. Additionally, many more elderly individuals owned smartphones (58.1%) compared to those who owned regular phones (38.2%). With smartphones becoming increasingly available at an affordable price with the existing text and call functionalities and highly convenient access to information, and provided that the

number of smartphone users is on the rise, it appears likely that passing on information on regional communities and newsletters would occur on smartphones and through traditional print media. This is more immediate for providing information and is highly convenient as it accesses a large elderly population at a low cost.

- Television (91.2%) came first in the item, ‘the most frequently used method to obtain required information’, followed by friends and acquaintances (68.8%), Internet (18.5%), newspapers (8.5%), public institution brochures (4.3%), radio (3.3%), phone calls or visits to government offices (2.6%), various mail-in advertising materials (2.3%) and books/magazines (0.4%).

As television allows for access to information simply through viewing, it has the advantage of being less burdensome for the user. However, a downside to the nature of this media is that it only allows for unilateral information communication. Therefore, it is necessary to conduct education programs to enable the elderly to use the Internet, which allows for proactive searching of information that one needs (on the smartphone or the computer), to be held in senior welfare centers, lifelong education institutes, and town centers.

- The information required by the elderly were ranked in the order of ‘health information (34.2%)’, ‘job information (13.7%)’, ‘exercise information (9.6%)’, ‘information on eating habits (6.8%)’, ‘information on leisure and culture (6.8%)’, and ‘welfare information (4.1%)’. The elderly newspaper and 50+ Busan Portal, projects undertaken by the municipal government, need to identify the information preference of the elderly and reflect it on the weighting of the information provided.

## (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Enhance access to information	- Produce and distribute age-friendly information media, such as broadcast programs and news and magazines that provide information on health, leisure, and education information	- Dissemination of elderly newspapers - Operate 50+ Busan portal	- Recommendations from the WHO Guidelines are consistent with the detailed objectives - Projects are appropriately selected to meet the detailed objectives - The projects reflect the demands of the elderly generation
	- Expand educational opportunities using information devices (PC, smartphones, and so on)	- Age-friendly, customized, information education	- The sustainability of the detailed projects is expected to be high

### A. Suitability of detailed objects by topic area

- WHO Guidelines state that the “communication and information” topic area should include content on ‘information offer’, ‘oral communication’, ‘printed information’, ‘plain language’, ‘automated communication and equipment’, and ‘computers and the internet’.<sup>7</sup>





- The detailed objectives of this area focus on enhancing access to information, which should be dealt with in depth in the “information and communication” topic area, and is thus close to the WHO Guidelines However, there were no separate objectives outlining recommendations from the WHO Guidelines to improve communication for the elderly on a daily basis - such as, recommending oral communication, using thick fonts for the ease of viewing written information, using plain language that is easy to understand, or creating an environment where the elderly can ask staff for repetitions. It could be understood as difficult for projects to be set separately to meet such goals, and detailed objectives were not set; however, in the progression of other projects, communication-related items require particular care.
- The results of diagnosing elderly friendliness in this topic area using the National Survey of Senior Citizens show that action items to enhance information access included creating and distributing age-friendly media such as broadcast programs, newspapers and magazines covering information on health, leisure and education, and expanding education opportunities for using information devices (PC, smartphones). These are attempts to resolve the information gap with the elderly, and appear to be an appropriate action item for enhancing information access.

**B. Detailed content and suitability of detailed projects by topic area**

- A detailed project under the objective “enhance access to information” included the creation and distribution of elderly newspapers, the operation of the 50+ Busan Portal, and age-friendly information education, and the content and objectives of these initiatives align well with the objective.
- However, it is necessary to improve on age-friendly information transmitting methods to enhance information access and improve communication. Given that the elderly face weakened sensory functions and cognitive abilities, care is needed to communicate with them. For example, these methods could include minimizing the use of print media, using simple language in print media, and using graphics to provide additional explanations for the printed message. Moreover, it is necessary to identify information sharing methods preferred by the elderly and strive to use a diverse range of media

7 Items in the “Communication and information” topic area recommended by the WHO Guidelines

Key details	
Information offer	Wide-ranging communication through broadcast media
Oral communication	Provide information using oral communication to the elderly
Printed information	Use thick fonts in official documents and other relevant documents
Plain language	In all communication, both written and oral
Automated communication and equipment	Able to ask the staff to repeat information as needed
Computers and internet	Able to use the computer and the Internet at a minimum cost, or for free



such as word-of-mouth, radio, newsletters, and online media.

- Among the detailed projects, the Busan Elderly Newspaper is an established source of information that is customized for the elderly in the Busan region as it shares useful information such as senior welfare policies, jobs, and volunteers and other articles that can be sympathized with by the elderly generation. Five thousand copies are produced and distributed per month, and attempts are being made to expand its distribution to minimize the blind spots in information sharing.
- Particularly, with the entire reporter crew of the Busan Elderly Newspaper consisting of people aged over 65 (30 reporters), the paper induces active social participation through coverage and the writing of articles. This project is seen as having a very positive effect as it reduces the information gap of the elderly and can induce active social participation.
- 50+ Busan Portal (<http://www.busan50plus.or.kr>) have partially similar objectives with the Busan Elderly Newspaper from an information access perspective. However, it differs on several points: anyone can access it if they can use the Internet, as it is an online community; it enables a bilateral place of communication and unilateral information communication through information uploads, and it targets a larger demographic base including the elderly and middle-aged.
- This portal site provides comprehensive online content ranging from jobs, education, social participation, general living information, an online community, and start-up support. The latest information can be accessed via PC, smartphones, and tablets. Moreover, a place of bilateral communication is created online and can be used to invigorate community involvement such as opinion and content sharing. Given these characteristics, the 50+ Portal is evaluated highly as a form of media that can lead the newly aged culture for the elderly and middle-aged generation, who are proficient in using the Internet.
- Moreover, the portal also helps with senior-youth generationally-convergent startup support. For example, it supports startups for communication and convergence by combining “technology of the senior-idea of the youth” and also engages in various activities around crowd funding and other fund-sourcing activities.
- Active advertising to the middle-aged and elderly residing in the Busan area, real-time updates, and ongoing maintenance is needed to activate the use of the 50+ Portal site and ultimately raising its utility value.
- Customized senior information education is a type of information education that has been conducted in complex social welfare, senior welfare, and town centers. While it focused on using the Internet and sending texts on the phone until ten years ago, the rise in the elderly population able to use smartphones with basic computer skills has led to the diversification of the content of information education, with a rising number of attendees.
- To resolve the information gap with the younger generation, and to avoid inequality in information gathering within the elderly generation, the importance of information education continues to grow.

### C. Suitability of detailed projects by topic area

- The three detailed projects under the “information and communication” topic area has become increasingly necessary and important compared to the past. Particularly, if the newspaper and portal are used well when such regional newspapers or portals concentrating the interests of the middle-aged and elderly generations are lacking, it can provide the information these generations want and create a mutual and bilateral understanding. Thus, the demand for such services is expected to rise.
- To date, the Busan Elderly News and 50+ Portal sites have been operating from the budget of the regional governments. Going forward, if funding is secured through various means such as advertising, the funding should be twofold, coming from the private and public sectors, and the public sector should be in charge of content quality, management and operations, resulting in an operating style that can lead to a higher number of subscribers and visitors.

## 8) Community support and health services

### (1) Evaluation by consumers

- 53.2% of respondents indicated that they have chronic diseases, and 40.0% that they were healthy and free of disease.
- 9.2% of the elderly responded that they were not able to go to the hospital/clinic in the past year, and 38.0% responded that they were not able to go because ‘they did not want to wait long’
- 50% of the entire respondents indicated that once it becomes difficult to move, care is provided using ‘nursing facilities or hospitals’.
- In cases where movement becomes difficult, the preferred type of care was ‘nursing facilities or hospitals’, as indicated by 63.0% of respondents
- 64.7% of respondents indicated that they ‘feel comfortable’ in the region where they reside in (3.65 points), which was the top-ranked response - Among all items, the items ‘people know me’, ‘I am concerned with what my neighbors think’, and ‘my opinions are reflected in the regional community’ were the lowest, with 35.1%, 36.7% and 36.1% of respondents indicating these, respectively
- 56.5% (3.56 points) of the respondents indicated that ‘local residents are fair to each other’, which was the highest-ranked response on the survey relating to the local residents. Among all items, the lowest-ranked item was ‘local residents try to take advantage of me’, at 19.7%
- The evaluation of other age groups in the local area showed that younger generations tended to receive better evaluations
- 33.4% of the elderly responded that they know the Long-Term Care Insurance system. However, 98.5% of all elderly did not consider, nor apply for, the Long-Term Care Insurance system.

### (2) Evaluation by experts

Detailed objective	Action item	Detailed project	Evaluation
Health management and improvement for an extended, healthy life	- Strengthen services for chronic diseases and health management	<ul style="list-style-type: none"> <li>□ Home visit care services</li> <li>- Health management for less privileged elderly</li> <li>- Operate dental health visiting services</li> </ul>	<ul style="list-style-type: none"> <li>- Detailed objectives and recommendations of the WHO Guidelines are adequately structured; however, the details of the project are ambiguous and need restructuring..</li> <li>- Only some of the projects are included regarding detailed objectives.</li> <li>- There are not enough projects which focus on the vulnerable class and are conducted by the whole community</li> <li>- The sustainability of the detailed projects, such as projects to lessen the health cap, remain high</li> </ul>
	- Require suicide prevention strategies that are centered on the local community and that help combat elderly depression and prevent suicide	<ul style="list-style-type: none"> <li>□ Elderly suicide prevention</li> <li>- Identify, register and manage people at risk</li> <li>- Engage in projects for improving the perception of valuing life and suicide prevention</li> <li>- Educate suicide prevention personnel for quick interventions in times of crises in regional communities</li> </ul>	
Strengthen senior customized health support structure	- Maintain a healthy lifestyle by increasing physical exercise of the elderly, aiming for improved physical and mental health	- Provide personalized dementia services	
	- A gender-sensitive approach to elderly health policies should be considered		
Resolve blind spots of elderly health coverage	- Resolve geographical, economic restraints so that vulnerable elderly can access desired health services in a timely and appropriate manner	<ul style="list-style-type: none"> <li>□ Home visit care services</li> <li>- Health management for the less privileged elderly</li> <li>- Operate dental health visiting services</li> </ul>	
	- Identify blind spots in health coverage and provide appropriate care services	- Expand nursing and comprehensive care services	



Expand care for vulnerable groups	- Strengthen support for health checkups and vaccination rates for low-income vulnerable elderly	- Vaccination support for the elderly	
	- Expand local health services such as nutritional support and fall prevention programs	<ul style="list-style-type: none"> <li>□ Home visit care services</li> <li>- Health management for less privileged elderly</li> <li>- Operate dental health visiting services</li> </ul>	
Strengthen local care system	- Devise a support system for low-income elderly living alone	- Provide comprehensive support services for older adults living alone	<ul style="list-style-type: none"> <li>- Recommendations from the WHO Guidelines are consistent with the detailed objectives.</li> <li>- Projects are appropriately selected to meet the detailed objectives.</li> <li>- The projects reflect the demands of the elderly generation</li> <li>- The sustainability of the detailed projects is expected to be high</li> </ul>
	- Actively resolve blind spots in the elderly care system	<ul style="list-style-type: none"> <li>- Strengthen case management for communitydwelling older adults</li> <li>- Improve the acceptance rate for long-term care insurance</li> <li>- Install city-funded adult day care centers and increase user numbers</li> </ul>	
Support services for aging in place	- Manage long-term care services and service providers to ensure continuity of care in the region	- Expand the certification project for the quality management of long-term care facilities	
	- Ensure comprehensive regional services	- Operate integrated elderly support centers	
Strengthen support structure for caregivers	- Support and manage official care service providers	<ul style="list-style-type: none"> <li>- Showcase, share, and rent age-friendly products</li> <li>- Hold conventions on welfare and rehabilitation for seniors</li> </ul>	
	- Provide a support system for families caring for the elderly	<ul style="list-style-type: none"> <li>- Projects for supporting the industry for age-friendly products</li> <li>- Introduce streamlined and environmentally friendly cremation services</li> </ul>	

#### A. Suitability of detailed objects by topic area

- The “community support and health services” topic area has seven objectives of “health management and improvement for extending a healthy life”, “strengthen senior-customized health support structure”, “resolve blind spots of elderly health coverage”, “expand care for the vulnerable groups”, “strengthen local care system”, “support services for Aging in Place” and “strengthen support structure for caregivers.” In line with these objectives, 14 action items were derived, leading to the operation of detailed projects.
- In the “community support and health services” area of the Busan City Plan, it attempted to resolve the economic and geographical limitations as recommended by the WHO through visiting services for vulnerable classes or institutions with regards to ‘accessibility’. The attempts to approach some vulnerable groups are outstanding, and its effectiveness is highly rated. However, given the limitations of visiting services, which pose difficulties in accessing a variety of services, a system that links to the regional community is necessary. There is a poor level of accessible service for the elderly residing in the community but outside of the selected areas for service
- Regarding ‘expanding and communicating services’, the plan strives to provide the elderly in Busan with health improvement and prevention services; however, rehabilitation services for recovery lack policies, and attempts to consider the interests and the needs of the elderly, and the education and training of communication professionals, are insufficient (aside from expansion of services in a quantitative manner).
- In the case of ‘emergency measures and management’, it is critical for Busan to have measures to be taken in times of disaster or infectious breakouts; however, related policies have not been included
- The setting of objectives and action items under the ‘community support and health services’ area is ambiguous, mostly because the detailed projects are inappropriate
- Detailed objectives under the caring topic area are threefold: to form the foundations for weak and sick elderly to stably and continuously live in the regional community by strengthening the regional care system; to provide conditions for the elderly to continue living in the region they reside in; and to support family caregivers who care for the elderly. These three detailed objectives are very well balanced, and it appears that they can meet the conditions enabling community care.
- The WHO Guidelines state that the “community and health services” topic area should include content relating to “service accessibility”, “expanding and communicating services”, “voluntary support”, and “emergency planning and care”<sup>8</sup>

8 Items in the “Community Support and Health Services” topic area as recommended by the WHO Guidelines

Key details	
Service accessibility	Accessing services should be easy by location, public transit, and use by the disabled; there should be appropriate information, service process and costs, and the elderly must be treated with respect and care
Expanding and communicating services	Promoting and maintaining health, and other expansions of health services; home care services; consideration of the needs and concerns of the elderly, and training service professionals
Voluntary support	Volunteers of all ages in all range of settings
Emergency planning and care	Should consider the needs and capacities of elderly people

## B. Detailed content and suitability of detailed projects by topic area

- The detailed objectives under “community support and health service” are “health management and improvement for extending a healthy life”, “strengthen senior-customized health support structure”, “resolve blind spots of elderly health coverage”, and “expand care for the vulnerable groups”. The detailed projects only contain a portion of the broadly scoped objectives, and the links between the issues and the diagnoses are poor. The detailed projects focusing on the vulnerable class overlap across the four detailed objectives.
- Under “health management and improvement for extending a healthy life”, services for the management of chronic diseases and health are necessary for all of the elderly in the regional community; however, it is being limited to the home visits for health management. The elderly suicide prevention project is composed of an individual approach, a life-valuing campaign, and training preventative professionals. However, this requires an approach that includes a registration framework for high-risk groups such as suicide attempters and the bereaved of suicide victims, which also reflects regional characteristics.
- “Strengthen senior-customized health support structure” focuses on improving physical activity as a key project; however, the detailed project focuses on personalized dementia services, indicating no link between the two. A gender-sensitive approach in elderly policy is non-existent.
- In “resolve blind spots of elderly health coverage”, the visiting services for the vulnerable group improving the geographic and economic approach appears to be appropriate. However, expanding nursing and comprehensive care services relates more to the elderly who require care during hospitalization, rather than resolving blind spots for care coverage from an economic point of view; Therefore, this aim is distanced from resolving such blind spots.
- While strengthening vaccination for the elderly is necessary to “expand care for the vulnerable groups”, it does not expand health checkups, which is included in the action item. For high-risk and fragile elderly people, the expanded service scope under the action item fits better than disease management-focused visiting services
- The detailed projects indicate that the recommended projects strengthen services to reduce blind spots for the elderly requiring care, including an effective project that comprehensively supports care related services, and projects that expand on various areas of care-related age-friendly industries (age-friendly products, cremation, and long-term care). This indicates the executive capacity of the age-friendly policies of Busan. For example, one of the initiatives provided for emergency responses to vulnerable and sick elderly people. Moreover, the projects also managed the quality of infrastructure by engaging in certification projects at the public level so that care service providers can provide services above a certain minimum level. They also operated a comprehensive care support center, guaranteeing publicity for the services provided by long-term care insurance, which also displays the public responsibility. Moreover, support and advertisement for companies expanding the age-friendly products industry occurred in the public domain.

### C. Suitability of detailed projects by topic area

- All projects under the topic area of “community support and health services” appear to have very high sustainability going forward.
- These include critical projects on reducing health gaps, mental health management such as dementia and suicide, and vaccination to prevent infectious diseases for the elderly who have poor immune systems
- However, as emphasized in the WHO Guidelines, these services should go beyond services provided for the vulnerable class, and cover health maintenance, improvement and recovery to create a city where the elderly can enjoy life in a socially safe and healthy manner
- It is important to strengthen the proactive capacity of creating age-friendly environments, rather than viewing the elderly as simple beneficiaries of the general services provided. To achieve this, it is important to create a healthy environment that can be enjoyed by the elderly living in urban areas rather than being limited to vulnerable groups.
- Most projects have the possibility of sustainably growing. The comprehensive support services center, in particular, is a new model that needs expansion. However, it is also necessary to create a system that can publicly manage quality improvements to care services, maintaining the health of providing institutions.
- Busan’s interest in age-friendly industries appears to be special compared to other municipalities. Therefore, it seems to be sustainable. However, efforts are required to expand the city-supported realms of the age-friendly industry to meet the needs of elderly consumers.







Evaluation of the Action Plan for An  
Age-Friendly Busan Metropolitan City, Phase 1

## 「 Chapter 5 」

### Phase 2 proposal to respond to the ultra-aged society

Social Welfare Bureau in Busan City Government



## Chapter 5. Proposal for the Second Stage Plan for Handling a Super-Aged Society

### 1. Domains and Detailed Proposal for the Second Stage of the Age-Friendly City

#### 1) Delphi method with expert panel

##### (1) Background

- Before developing Phase 2 of the Age-Friendly Busan(to begin in 2019), a Delphi method was conducted with expert panels on the eight topic areas and projects from the Phase 1 plan. The reasons are as follows:
  - While the eight topic areas in the Age-Friendly City are based on WHO standards, the areas are rather scattered and the same project may overlap across multiple areas. Therefore, it was necessary to reconsider the validity and practicality of the eight topic areas. For example, the elderly employment project belongs in the 'civic participation and employment' area as the main project as it relates to the economic activities of the elderly, However, another purpose of this project is to improve the social participation of the elderly. It was necessary to recreate the topic areas to be broader.
  - Moreover, unlike Phase 1 when Busan was an aging society, Phase 2 oversees Busan as its elderly population exceeds 20% and enters the ultra-aged society. There were other considerations such as responding to the global trend of the fourth industrial revolution, resulting from changes in demographic structure and the environment.
- Content and methodology
  - A total of 18 experts from the fields of medicine, interior design and elderly welfare were surveyed twice.
  - First survey: The experts were asked to comparatively evaluate the importance of the eight topic areas and 59 projects undertaken in the Phase 1 Plan of the Age-Friendly City. Additionally, they were asked to explore the need to include or exclude other areas and collected other opinions as necessary.
  - Second survey: The experts were reminded of the expert rankings of the sub-domains of the Age-Friendly City in the first survey, and they were asked to re-rank the importance of the topic areas.
- Results
  - First survey results: 'community support and health services' ranked first in importance, followed by ( in order)'housing', 'civic participation and employment', 'social participation', and 'transportation'. The results also yielded the need for 'IT convergence' as a topic area in response to the fourth industrial revolution. Accordingly, the results of the second survey included 'IT convergence', researching the comparative importance of nine areas.
  - Second survey results: The results of the second survey are shown in ([Table V-1])

[Table V -12] Importance of Nine Domains During the Second Survey

Area	Importance
Community support and health services	1
Housing	2
Civic participation and employment	3
Social participation	4
Transportation	5
Outdoor spaces and buildings	6
Communication and information	7
Respect and social inclusion	8
IT Convergence	9

- Areas that were closest to the lives of the elderly were of high importance, such as health, which the experts considered the most important along with housing, employment, participation and transportation. Aspects that support the lives of the elderly were considered important, such as whether a healthy elderly life is guaranteed, whether appropriate protection is possible when one grows weak, whether a safe foundation for life is provided, and whether one can sustain oneself through economic activities and enjoy a meaningful and lively retirement through active social participation
- Furthermore, 'outside spaces and buildings', 'communication and information' ranked sixth and seventh in importance, respectively; 'Respect and social inclusion' was eighth, and 'IT convergence' was last in the ranking

- Reconstruction process of sub-areas of the Elderly Friendly City

- The "community support and health services" area was ranked the most important, and it includes content on the health management of the elderly, reducing the health gap, and community care. The Phase 2 plan changed this term to "health and care," which summarized the above content simply.
- Moreover, the "health and care" area was merged with "IT convergence," a new area proposed in the Phase 2 plan. The second survey indicated that IT convergence was ranked lowly in importance; however, the possibility of providing more effective and advanced services by using IT in various areas of elderly welfare is growing. In particular, the fusion and convergence with the health and care area is expected to bring new technologies in the U-health, robots, biotech, and nanotech fields, enabling new services that were not provided with existing IT technologies. Therefore, this was set as a goal in the "health and care" area, as it has the most synergy with "IT convergence."
- 'Housing', 'transportation' and 'outdoor spaces and buildings' were separate topic areas in the Phase 1 plan with separate projects under each area. However, as these areas all pertain to the area of life, the

space used and means of transportation, it could be classified as the physical environment of the Age Friendly City. Considering plan simplicity and convenience in policy planning, the Phase 2 plan merged these three areas into “physical environment.”

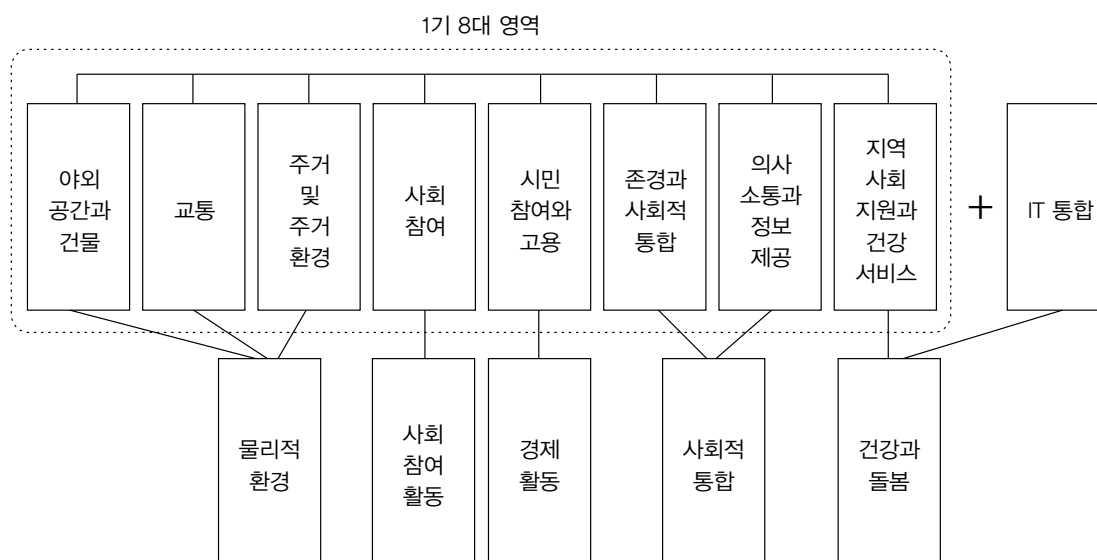
- The area ‘civic participation and employment’ focused on supporting the economic activities of the elderly in Phase 1. Other areas of ‘social participation’ and ‘civic participation and employment’ overlapped as they both represented the active ‘participation’ of the elderly. Therefore, ‘civic participation and employment’ was specialized into an area that only deals with the economic activity of the elderly, and was updated to ‘economic activity’ in the Phase 2 plan
- In Phase 1, the ‘social participation’ area focused its projects mostly on lifelong education, and did not cover much regarding volunteering and revitalizing leisure culture. As cultural enjoyment was included in the ‘respect and societal inclusion’ for supporting the low-income classes, it is difficult to conclude that the content relating to social participation was sufficiently covered in the area of ‘social participation’ such as revitalizing leisure for the elderly and cultural enjoyment. As such, the Phase 2 plan updated the ‘social participation’ area to include volunteering, lifelong education and leisure culture, renaming the area ‘social participation activities’
- The Delphi method indicated that ‘communication and information’ and ‘respect and societal inclusion’ were low ranked in importance; however, these results appear to be because changes to perception or integration of the elderly population are both abstract, and it is difficult to achieve them in the short-term. Nevertheless, overcoming ageism, generational integration and resolving inequality are critical factors that need to be in place to achieve an age-friendly society fully. Societal integration is required in a broader sense, with factors such as improved communication, improving access to information and expanding elderly human rights. Therefore, the two areas were combined as ‘societal integration’

## 2. Vision and Goals for the Second Stage of the Age-Friendly Busan Metropolitan City

### 1) Five sub-areas and detailed objectives of the Age-Friendly City

A total of five sub-areas were derived for Phase 2 of building the Age-Friendly City. These are ‘health and care’, ‘physical environment’, ‘economic activity’, ‘social participation activity’ and ‘societal integration’ (Figure -30). The areas are listed in their order of importance according to an expert panel, as derived from the Delphi method. Descriptions and detailed objectives by area are shown below.

[Figure V-10] Five subdomains in an Age-friendly Busan Metropolitan City



#### Phase 1 - 8 Topic Areas

Outdoor spaces and buildings / Transportation / Housing / Social participation / Civic participation and employment / Respect and social inclusion / Communication and information / Community support and health services / + IT Convergence

Physical environment / Social Participation Activities / Economic Activity / Societal integration / Health and Care

#### Phase 2 - 5 Topic Areas

[Table V-13] Detailed Goals for Each of the Five Fields

Area	Detailed objective
Physical environment	<p>Increasing the safety and convenience of the city</p> <p>Improving the convenience of public transportation</p> <p>Creating a safe transportation environment</p> <p>Housing security</p> <p>Establish welfare infrastructure within short distances</p>
Economic activity	<p>Expand employment, re-employment opportunities</p> <p>Expand jobs in new areas</p> <p>Strengthen job training and counseling support</p>



Social participation activities	Encourage volunteering and construct the required infrastructure Encourage lifelong education and construct the required infrastructure Encourage leisure culture and construct the required infrastructure
Societal integration	Improve integration between generations Improve awareness of the human rights of the elderly Increase opportunities for decision-making and participation Enhance access to information
Health and care	Health management to prolong a healthy life Expand support for vulnerable elderly and resolve blind spots in care Expand community care Apply and expand smart technologies for health improvement and crisis management

- Physical environment
  - The physical environment topic area covers the residential environment of the elderly, the environment of the regional community, and the environment relating to transportation and transit. Securing a safe and convenient residential area is critically important as it fulfills one of the most basic human needs. Moreover, making the regional community and transportation convenient and pleasant is a strategy that is useful for the elderly and all citizens.
  - The detailed objectives of the physical environment included increasing the safety and convenience of the city, improving the convenience of public transportation, creating a safe transportation environment, housing security, and establishing welfare infrastructure within short distances.
- Economic activity
  - For the Korean elderly with a poor social security system, economic activity is an area that converges a major method of sustenance, establishing social identity and attaining the rewards of life. Thus, benefits such as employment and re-employment for the elderly, expanding entrepreneurship opportunities, expanding employment opportunities in the third sector and providing educational support for promoting employment will play a key role in helping the elderly explore their second social life
  - The detailed objectives of the economic activity topic area are expanding employment and re-employment opportunities, expanding jobs in new areas, and strengthening job training and counseling support
- Social participation activities
  - Social participation enables active aging of the elderly. If the existing social participation projects focused on the lifelong learning programs in the elderly welfare centers and of a supplier-focused nature, it is worthwhile to consider a consumer-focused social participation platform for the baby boomer

generation with a high level of desire for social participation. In other words, it would be important to develop and induce a diverse range of social participation content that is generationally, or individually, appropriate for the upcoming, early, late, and ultra-aged elderly individuals. Projects such as lifelong education, volunteering and leisure/cultural activities are required to kickstart social participation at various levels.

- Detailed objectives of social participation activities are encouraging volunteering, lifelong education, leisure culture, and constructing the required infrastructure.

- Societal integration

- Societal integration can be seen as a destination of the Age-Friendly City, rather than an objective that could be achieved with short-term projects. To achieve integration within and between generations, it is important to resolve information gaps, improve emotional attachment to the elderly, improve positive images, and advance the perception of elderly human rights. Moreover, preparing a place in which the elderly are no longer dependent but function as decision-makers will advance their human rights and help improve their efficacy and sense of integration.
- The goals of societal integration are improving integration between generations, improving awareness of elderly human rights, increasing opportunities for decision-making and participation and enhancing access to information

- Health and care

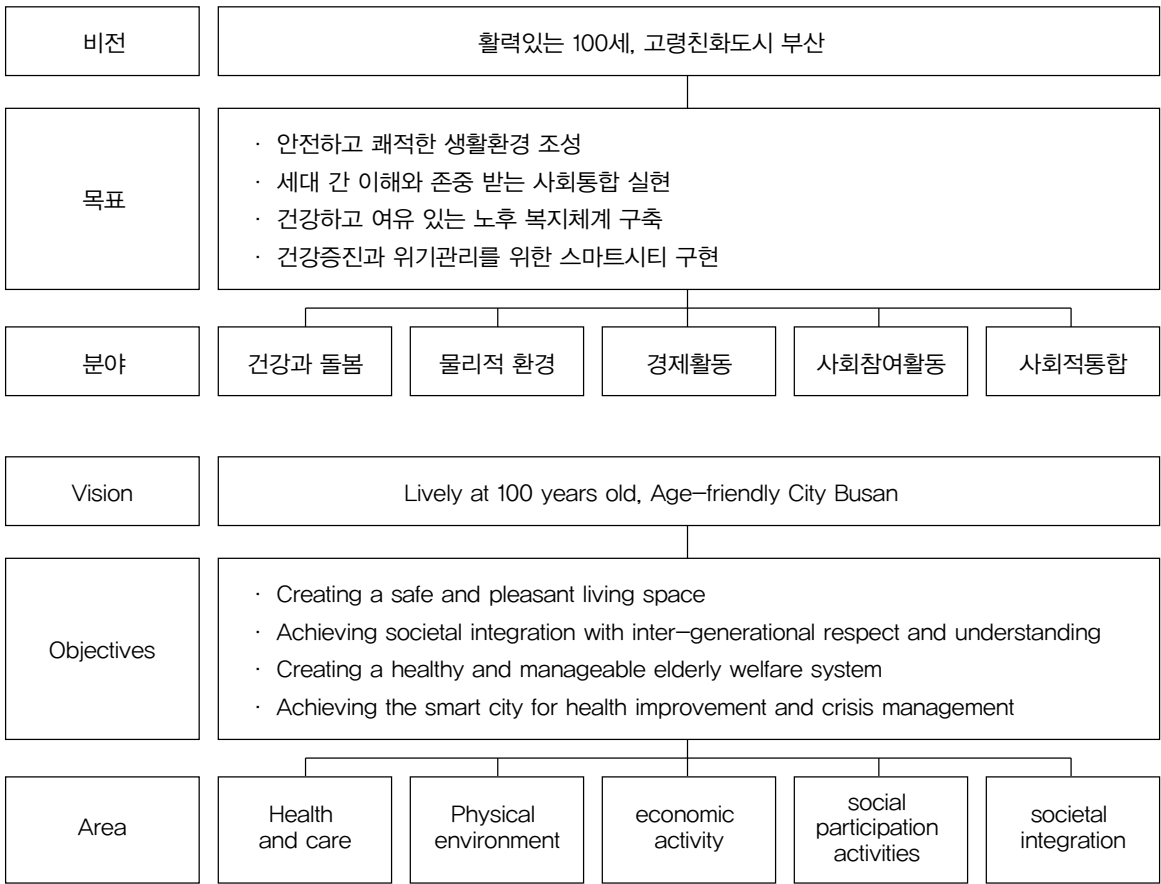
- This topic area needs to focus on the management of health improvements for the elderly to spend the rest of their days in good health, providing for an appropriate system of caring for the regional community, and resolving the health gap with vulnerable elderly. With an increasing number of ultra-aged elderly, the importance of a safe system of caring grows; a preventative approach for extending healthy life, rather than the simple extension of the average lifespan, is critical.
- The four detailed objectives of the health and care topic area are health management to prolong a healthy life, expanding support for the vulnerable elderly and resolving blind spots in care, expanding community care, and applying and expanding smart technologies for health improvement and crisis management

## 2) The vision and goal of Age-Friendly Busan Metropolitan City, Phase 2

- The vision of the Age-Friendly Busan Metropolitan City is 'lively at 100 years old, Age-friendly City Busan' to continue the vision of Phase 1. Its objectives are 'creating a safe and pleasant living space', 'achieving societal integration with inter-generational respect and understanding', 'creating a healthy and manageable elderly welfare system', and 'achieving the smart city for health improvement and crisis management'.
- The guidelines for Phase 2 of the Age-Friendly City outlined a total of five topic areas and 19 detailed objectives



[Figure V-11] Second vision and goals for an Age-Friendly Busan Metropolitan City



3. Proposals for the Second Stage of the Plan for an Age-Friendly City

(1) A Preventive Perspective

- Many elderly face very different lifestyles compared to what they are used to once they enter old age. For example, these differences include retirement from society, a reduction of roles, a reduction of physical capacity, the development of chronic diseases, weakening of social networks, and increased risk of accidents.
  - The elderly's quality of life is expected to be at a continuum of the quality of their middle-aged years if these questions can be prevented or delayed until later ages.
  - To achieve this and to prepare for a diverse range of problems and risks that come with aging, it is important to create conditions of the age-friendly city from a preventative perspective, and to recognize the preventative responses required by the individual and the regional community.
- 
- Creating a physical environment that is friendly to the elderly
  - A majority of the elderly continue to live in their original homes as they age. Therefore, creating safe and



pleasant conditions in the residential environment can meet the needs of the elderly wanting to stay in their homes, and prevent risks from daily activities that come from aging

- Implementing an age-friendly perspective in forming the physical environment of the entire regional community, including residential areas and neighborhoods, helps to increase the frequency of activity of the elderly, expand their scope of activity, and enlarge their social network. This helps with active aging or positive aging.
- Public transportation or cabs are methods that advance the accessibility of the elderly, facilitating their social participation. Therefore, transportation must consider the characteristics or physical limitations of the elderly to ensure that it does not hinder the movement of the elderly. This is a preventative approach that can expand the social participation and societal integration of the elderly

- Establish conditions to maintain or strengthen physical health

- With aging, the elderly are faced with significant and insignificant diseases. The phrase, 'long life without diseases' is now being replaced with 'long life with diseases', indicating that the diseases faced by the elderly are diverse, and the period in which the elderly must live with disease is becoming longer
- When regarding active aging as the most fundamental in creating an age-friendly city, creating an urban environment and a support system to maintain the health of the elderly is the starting point of the age-friendly city. Moreover, it is important to create both official and unofficial support systems that can help secure lives free of chronic diseases and their related risks

- Provide an opportunity for maintaining economic independence

- With quick retirement and longer periods of retirement, the elderly's desire for economic activity grows in Korean society. However, the nature of public-sector jobs for the elderly is limited by eligible participants and the scope of jobs. Thus it is important to expand the type of undergoing projects while focusing on jobs that enable long-term independence.
- To achieve this, it is also necessary to conduct a multidimensional analysis of the ability of the elderly to work, securing objective data and actively promoting the elderly labor force. Expanding employment and re-employment education opportunities based on data is important.
- It is possible to create new markets such as social enterprises and voucher businesses focusing on the elderly labor force that is capable of economic activity. To this end, creative policies must be proposed at the municipal level in Busan
- Elderly people who desire economic activity while having a high socioeconomic status must be provided with the opportunity for social participation from the perspective of social contribution. These efforts will minimize the loss of human capital and contribute their remaining ability to society
- Moreover, it is important to expand jobs that are suitable for the elderly, providing institutional devices to prioritize the elderly at the level of the regional community

## (2) Social integration perspective

- The second perspective in the creation of the Age-Friendly City to respond to the ultra-aging society is the social integration perspective. The key content of the social integration perspective is to prevent the elderly from being excluded from society, help them live in harmony with other generations, and minimize the unfairness caused within the elderly generation. The following provides a short overview of the detailed objectives of the social integration perspective
- Implementation of the age-integrated society
- Some stereotypes of the elderly are that they experience declining intellectual and physical abilities as they age, are dependent and passive, and have difficulty adapting to change. This leads to age discrimination, limiting the elderly from achieving their potential through employment and social participation, and violating individual dignity. After retirement, the elderly face marginalization from the reduction of their economic resources, and experience helplessness as they are unable to participate in major decisions influencing their lives. This not only leads to costs borne by the elderly themselves but also a social loss.
- Age discrimination itself is based on the belief that an age group is superior to, or inferior to, other age groups; much age discrimination is against the elderly. This age discrimination can lead to age conflicts, which then develop into generational conflict (Jeong, Ki and Choi, 2015). Given the present situation with accelerated population aging, achieving the age-integrated society is a task that can be delayed no further.
- The age-integrated society includes people of various ages in the social structure, escaping the limitations posed by age and emphasizing the freedom and choice of individuals. It is a society where coexistence is a core value, based on the philosophy of human respect that recognizes the differences and the diversity of individuals (Jeong et al, 2015). In an age-integrated society, the elderly can be free of social exclusion, and coexist with a diverse range of age groups. This has a positive impact on the elderly as it provides a protective fence of coexistence and respect, as they experience physical weakening and reduction of their resources
- Moreover, it can be positive for society overall, as the easing of age barriers lead s to the recognition of individual autonomy in various aspects such as employment markets and technology transfers, allowing society to secure a diverse range of human capital.
- The age-integrated society is based on increased communication between a variety of age groups, the resulting easing of discrimination against the elderly, and inclusion and tolerance of the less privileged. Thus, the elderly would not be left out because of their age in many areas of society including the labor markets, and where they can showcase their abilities and capabilities.
- To achieve such a society, generational conflict needs to be reduced and mutual efforts should be made to understand the characteristics and the historicity of each generation. In the public sector, it is important to provide opportunities for multiple age groups to come together and raise emotional connectedness, and to embark on campaigns and education that can reduce ageism. Moreover, it is important to create a system where healthy and capable elderly are not discriminated based on their age, allowing them to be active by recognizing their abilities

- Through this process, the younger generation will cease marginalizing or objectifying the elderly and respecting them as individuals with historicity. This will be the cornerstone of coexistence and integration
- Raising equity within the elderly population
  - One of the important factors to consider for the emotional integration and social trust between a society is equity. If the wealth (富) of a society becomes too polarized, if one's health is proportional to their socioeconomic resources, or a gap in the level of enjoyment of life occurs between an individual with high accessibility to information and another without such, the emotional rift between the societal members intensify and trust in the societal system weakens.
  - While the elderly belong in the socioeconomically underprivileged in society, wealth becomes polarized within this age group; elderly with low socioeconomic status face division from those elderly who live comfortably as they face hurdles in accessing health information or obtaining healthcare costs when health insurance is not possible.
  - The central government is making systematic efforts to resolve this gap and raise social equity. Social guarantee systems supporting the economically less fortunate that seeks to redistribute wealth, such as the National Pension Service, Basic Pension, and National Basic Livelihood Security, and those designed to resolve the inequality of health, such as health insurance, Long Term Care Insurance, medical check-ups, and free vaccinations have been successfully implemented and are being executed. When the desire for treatment and long-term care increases among the elderly, there are a variety of efforts to resolve inequality in health, such as expanding screening and treatment for those eligible for health insurance and increasing the eligibility for Long Term Care Insurance.
  - In the near future, once Korea becomes an ultra-aged society, the number of ultra-aged elderly with a high degree of geriatric diseases will rapidly increase. They should be considered as policy priorities as they are vulnerable in both physical health and socioeconomic status. To ensure that economic resources do not determine their lifespan and the quality of their remaining life, the decision by the central government to improve equality between socioeconomic classes and supporting efforts by the regional governments are direly needed
  - Elderly with lower economic and educational statuses have low perception of the diverse health-related projects and welfare systems conducted by the central government and, hence, do not use them. Thus, the regional governments should actively advertise, and induce participation in, such systems and services for these individuals.
- Preventing crises from social isolation
  - With an increase in single elderly households, the number of individuals dying alone is increasing. Accordingly, revisiting the social support network and revitalizing the community is required to prevent the elderly from dying alone.
  - An individual who is old, living alone, and with poor health conditions faces higher levels of depression. Thus, a support system to prevent them from committing suicide is necessary.

### (3) Social participation perspective

- Social participation is a factor that is being emphasized consistently in aging-related discourses such as successful aging and productive aging; with the ultra-aged society fast approaching, social participation by the elderly remains a critical aspect of building an Age-friendly City
- In Phase 1 of the plan, the “social participation” topic area emphasized lifelong education and leisure activities. Another form of social participation, economic activity, was dealt with in ‘the civic participation and employment’ topic area. While the two topic areas are defined by the critical difference in the production of income through economic activity, it could be argued that they both belong in the realm of social participation as an elderly individual is bestowed a social role from themselves, or the rest of the society, and then proceeds to actively engage during old age.
- Considering the high elderly poverty rate in the Korean society, which lacks a sufficient old-age guarantee system (49.6% earning less than 50% of median income, ranking first in the OECD member states) (OECD, 2015), it is expected that the demand for elderly jobs will be high in the future, whether the elderly wishes, or does not wish to work.
- Certainly, the fundamental solution to resolving elderly poverty lies with the central government, and the role of the regional governments is limited; However, Busan needs to devise a response to elderly employment. The regional government can lead in presenting a specific roadmap to elderly employment for job-seekers, ranging from identifying appropriate jobs, employment counselling for job-seekers, job-related skills training, job matching, and re-education.
- While providing the elderly with jobs contributes most effectively to their lives in terms of daily sustenance, a diverse range of participation in social activities such as leisure activities, lifelong learning, and volunteering are important for providing them with a role in society. Furthermore, it improves their self-esteem, maintains their health, and achieves an active lifestyle. As such, it could be argued that the regional government is responsible for creating a place which enables the elderly to engage in a variety of social participation activities in the community they reside in, such as economic and leisure activities, lifelong education, and volunteering.
- While not included in the 59 projects in the Phase 1 plan, the elderly leisure facility infrastructure is sufficient in Busan, ranging from elderly welfare halls, small-scale elderly welfare centers, and senior citizen centers located across Busan. These provide a diverse range of leisure and educational programs. Given scant change to the leisure/education programs in the recent years, the newly-aged elderly are expressing a new set of desires. It is important to create these programs with content that sufficiently reflect the desires of the elderly, constructing a quality instructor pool, and maintaining these programs.
- To revitalize leisure culture and social participation, it is necessary to strive to resolve the gap in the enjoyment of leisure culture based on socioeconomic status from the cultural welfare perspective. It is also necessary to search for projects that meet the health levels and educational and cultural interests of various age groups, such as the newly aged elderly and the ultra-aged elderly. Moreover, it is important to diversify the content of volunteering activities to induce social contribution activities, helping the elderly to become active subjects, instead of being passive objects, of social welfare. It is important to

consider free talent donations and simple volunteer activities, and paid volunteer activities with realistic rewards that do not damage the voluntary motivations of the elderly.

#### (4) Respecting diverse perspectives

- With higher average life expectancy and longer periods of being older, it is becoming ever more important to view the elderly as a complex and diverse group of people. While the younger elderly in their 60s and ultra-aged elderly older than 85 belong under the same elderly group under the Elderly Welfare Act, their age range varies, and each cohort has lived through a different lifestyle and retained different historicity, health, and value systems. Therefore, it is difficult to consider them to be in the same age group.
- With the baby boomer generation entering the old age in particular, their high educational levels, economic resources, and desire for education and culture as opposed to the existing elderly population are changing the nature of the elderly age group. They are more likely to enter old age economically readier than their older counterparts. Furthermore, their desire for culture and education go beyond simply wanting to escape social exclusion from educational and cultural aspects, seeking a higher quality of life through a diverse range of desires.
- Simultaneously, the ultra-aged elderly (85 or older) become more interested in long-term care as opposed to treatment, as the process of aging leads to rapid deterioration of physical health, and increasing dependence for everyday routine tasks.
- While this cultural subdivision occurs according to different age groups, a variety of criteria such as socioeconomic status and gender may lead to sub-groups with different characteristics
- To date, elderly welfare in the public sphere has defined the elderly group as being dependent, weak, possessing resources that are socioeconomically constrained, and being focused on passively solving elderly-related issues such as escaping poverty and social exclusion, or preventing human rights violations
- The looming ultra-aged society will go beyond a simple increase in the elderly population. It will lead to the exponential diversification and individualization of the desires of the elderly population. Therefore, to improve the quality of life of these individuals, it is important to segment the elderly group, properly identify the characteristics of subcultures, and provide individualized services and content.

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