

Hadano City

Age-friendly City Action Plan

FY2021 ~ FY2025



March 2021

Hadano City

Greetings

With the declining birthrate and super-aging society, the aging ratio in Hadano City exceeds 30%. In the local community, the systems and mechanisms that have supported the society up to now have been greatly affected, such as the weakening of local relationships and the social isolation due to the increase in single elderly households.

Under these circumstances, in order to realize a society in which the elderly can live with a sense of purpose and hope in the community with peace of mind, we are working toward the construction of a comprehensive community care system that provides medical care, long-term care, housing, and living support in an integrated manner.

In a super-aging society, the issues surrounding the elderly are not limited to the fields of healthcare and welfare. There are various problems such as employment, transportation, and urban functions, and it is necessary to link the perspective of the comprehensive community care system to community development and work toward solving the problems in the entire community.

In response to the demand for community development that supports a super-aging society, Hadano City agreed with the purpose of Age-friendly Cities and Communities advocated by WHO, announced its participation in the global network in September 2018, and formulated an action plan here.

In the action plan, looking ahead to the age of 100 years of life, we will work toward a vibrant, healthy and long-lived society in which the elderly will continue to be active throughout their lives, and in order to realize a safe life by respecting and supporting each other. "A city that supports people's lives and peace of mind forever" was set up as a philosophy. Based on this philosophy, we aim to be an Age-friendly City where everyone from children to the elderly and people with disabilities can live in good health and peace of mind.

Cooperation with citizens, related organizations, and business operators is of utmost importance for promotion of this plan, and we ask for your continued support and cooperation.

March 2021



秦野市長 高橋昌和

Masakazu TAKAHASHI

Mayor of Hadano City

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Chapter 1 Purpose of Planning

1 Purpose of Action Plan Formulation

Japan is facing a super-aging society that is unprecedented in the world, and Hadano City is no exception. The aging ratio ⁽¹⁾ has exceeded 30% (as of April 1, 2020), the challenges surrounding the elderly are diversifying, and the challenges in the region are increasing. In such an environment, we have formulated “7th Hadano City Elderly Health and Welfare Plan, Long-term Care Insurance Business Plan” and have working toward the construction of "Comprehensive community care system" ⁽²⁾ that seamlessly provides medical care, long-term care, long-term care prevention, housing, and life support services.

In order for the elderly to continue living independently in the area where they are accustomed to living, it is important not only to create an environment that provides integrated services, but also how the elderly themselves participate in society. In the future, it will be important to create a system in which healthy elderly people can play an active role as the leader of the activities.

Under these circumstances, Hadano City agreed with the purpose of Age-friendly Cities and Communities ⁽³⁾ advocated by WHO, announced its participation in the global network in September 2018, and approved by WHO in October 2018. By incorporating this “Age-friendly Cities and Communities” concept into the “Comprehensive community care system”, we will promote community development that makes it easier for the elderly to live.

Through community development that is friendly to the elderly, we will work to steadily promote community development in which not only the elderly but everyone can support each other and live together.

2 Action Plan Period

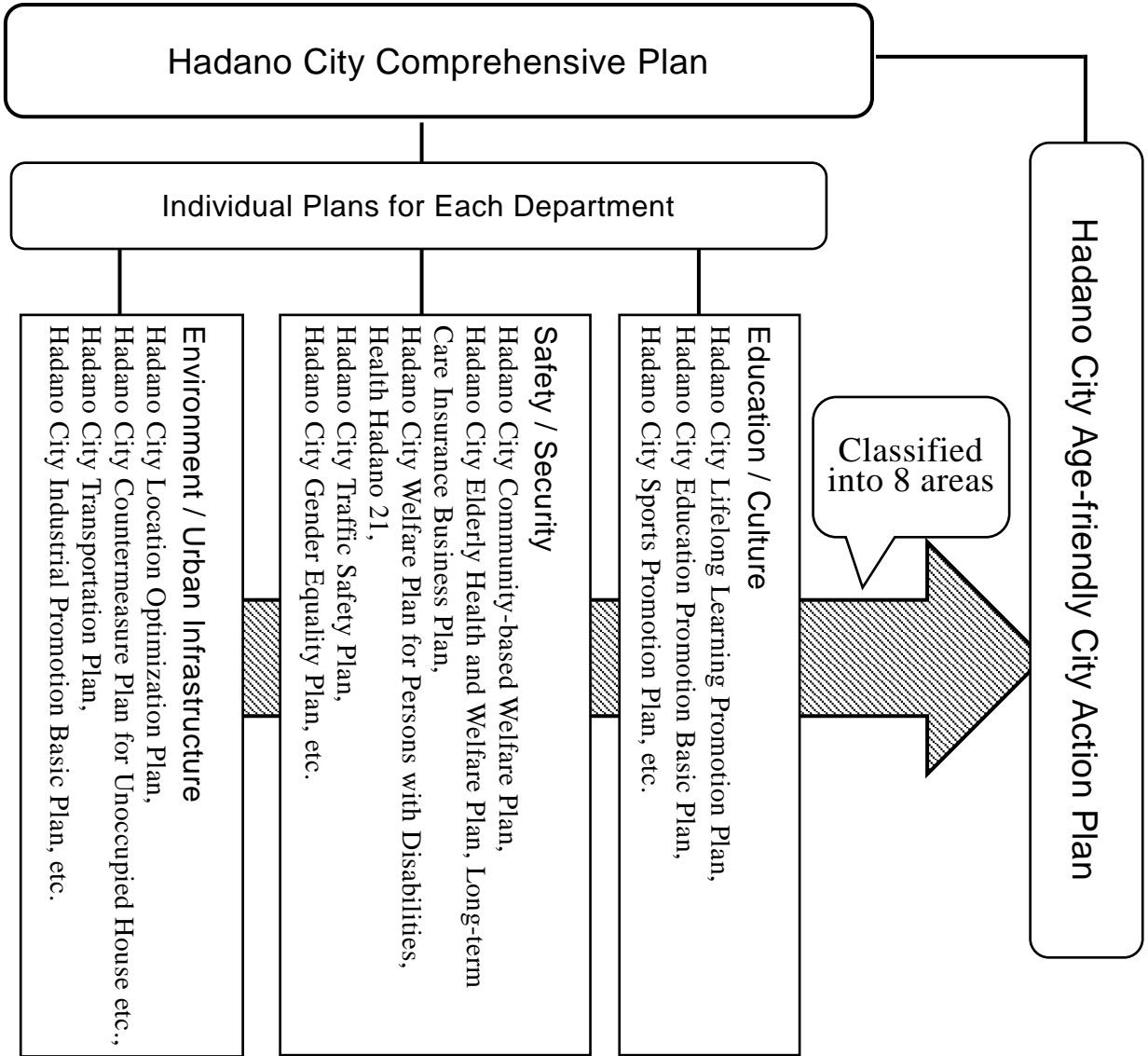
Cities participating in the global network are supposed to develop an action plan that summarizes the ideas for becoming an Age-friendly City and the basic directions to be taken. WHO recommends that the action plan be carried out with continuous improvement in a five(5)-year cycle of (i)Planning stage, (ii)Implementation stage, and (iii)Evaluation stage.

The planning period of this plan is 5 years from 2021 to 2025, and after that, it will proceed in a 5-year cycle.

Name of the plan	2020	2021	2022	2023	2024	2025
Age-friendly City Action Plan		1st Period				
Hadano City Comprehensive Plan		1st Half Basic Plan				
Hadano City Elderly Health and Welfare Plan, Long-term Care Insurance Business Plan		8th Period				

3 Positioning of Action Plan

This plan shall be consistent with the individual plans for each department, including the "8th Hadano City Elderly Health and Welfare Plan, Long-term Care Insurance Business Plan", under the "Hadano City Comprehensive Plan". Also, this plan classifies the efforts in each plan in line with the purpose of Age-friendly City into eight(8) areas indicated by WHO.



Chapter 2 Situation Surrounding the Elderly in Hadano City

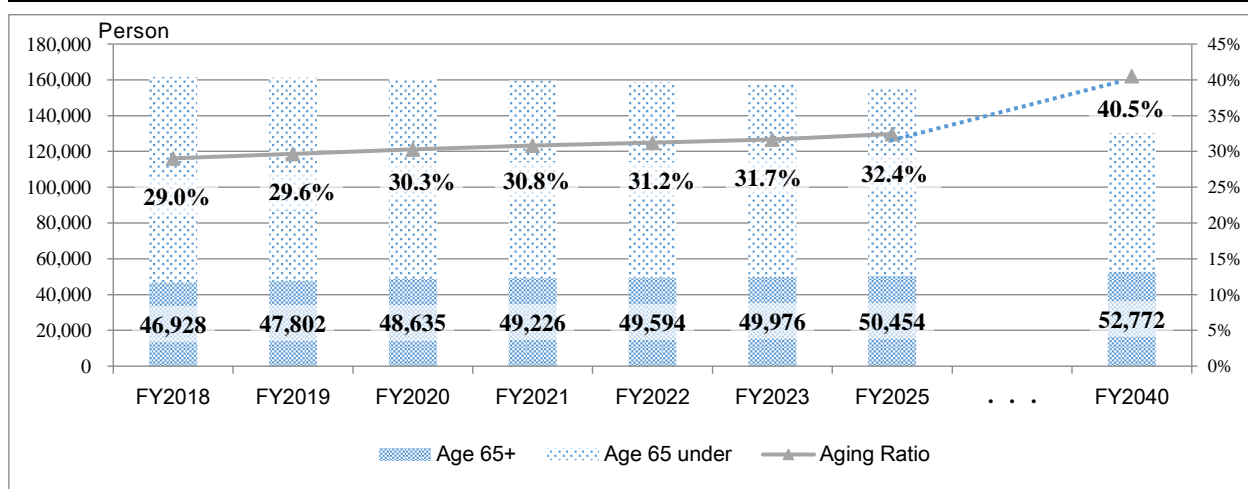
This chapter is excerpted from the "Chapter 2: Current Situation and Issues Surrounding the Elderly" of the "8th Hadano City Elderly Health and Welfare Plan, Long-term Care Insurance Business Plan ",

1 Changes in the Number of Elderly People, etc.

◆ Changes in population and aging rate (as of October 1 of each year)

While the population of Hadano City is declining, the population of the elderly age 65+ is increasing, and the aging ratio exceeded 30% in FY2020. The elderly population will continue to increase, and the aging ratio is expected to reach 40.5% in 2040.

Fiscal Year Classification	Actual Number			Estimated Number				
	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2025	FY2040
Population by the Basic Resident Register	161,625	161,283	160,475	159,673	158,775	157,782	155,573	130,235
Population of Age 65+	46,928	47,802	48,635	49,226	49,594	49,976	50,454	52,772
Aging Ratio	29.0%	29.6%	30.3%	30.8%	31.2%	31.7%	32.4%	40.5%



◆ Changes in young-old and old-old population (as of October 1 of each year)

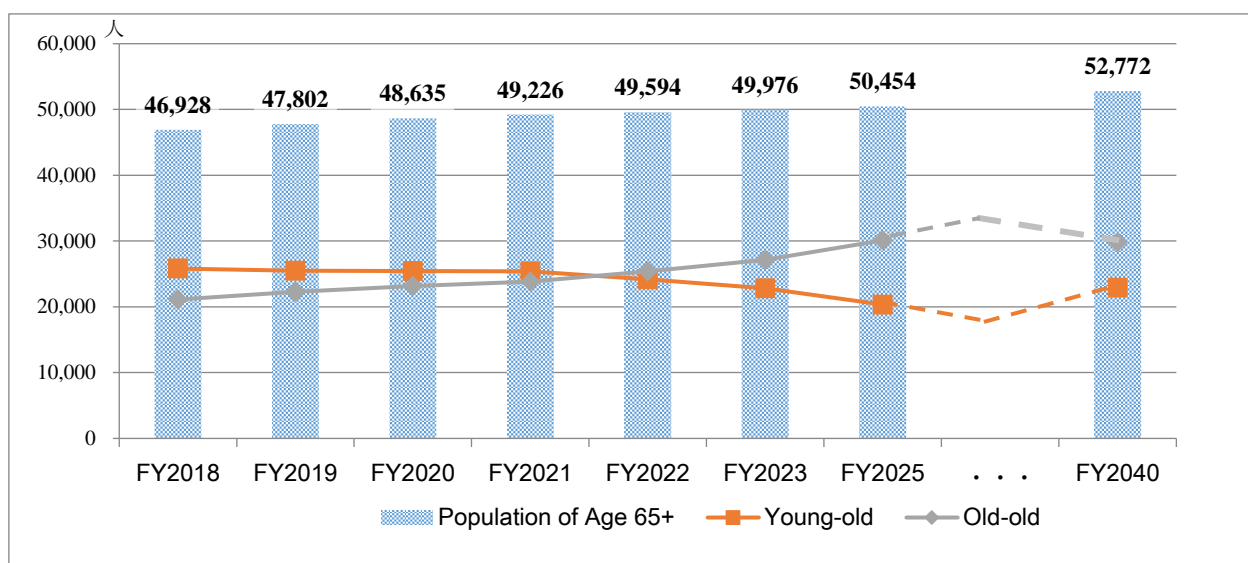
At this moment, the number of young-old (aged 65 – 74) exceeds the number of old-old (aged 75+), but it is predicted that the number will reverse in FY2022.

The number of young-old people is expected to decrease by about 7,000 from the present by around FY2031, and then increase to about 23,000 by FY2040.

The number of old-old people will continue to increase, reaching a peak of about 9,000 from the present around 2030, and then gradually decreasing to about 30,000.

(Unit: Person)

Fiscal Year Classification	Actual Number			Estimated Number				
	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023	FY2025	FY2040
Population of Age 65+	46,928	47,802	48,635	49,226	49,594	49,976	50,454	52,772
Population of Young-old (Age 65-74)	25,814	25,501	25,466	25,396	24,179	22,811	20,347	22,931
Population of Old-old (Age 75+)	21,114	22,301	23,169	23,830	25,415	27,165	30,107	29,841



2 Living Situation

◆ Family structure

According to the "Long-term Care Prevention / Daily Living Area Needs Survey" conducted in FY2019, more than 50% of the respondents answered "Living as a married couple both aged 65+" or "Living alone" to questions about family structure. The number of elderly people living alone is increasing year by year, and it is expected that the number of elderly households will increase further in the future.

◆ Housing situation

As for the housing situation, the ratio of single-family houses and apartments combined exceeds 85%, the ratio of single-family houses is high in Kita area and Kami area, and the ratio of apartments tends to be high in Minami area and Ohne area.

3 Status of Those Certified as Requiring Long-term Care

◆ Number of applications for certification of long-term care, etc.

The number of applications for certification of long-term care is about 5,000 to 6,000 per

year. In 2020, it has decreased significantly compared to the average year. This is due to the decrease in renewal applications due to the extension of the maximum certification validity period from 24 months to 36 months from April 2018 application, but this has increased the number of classification change applications.

◆ Changes in the number and certifying ratio of certified persons requiring support and persons certified requiring long-term care (as of October 1 of each year)

The number of certified persons increases according to the number of primary insured persons. In FY2019, the number of certified persons exceeded 7,000, and the certifying ratio also exceeded 14% as the number of old-old people increased.

(Unit: Person)

Classification	Fiscal Year			
	FY2017	FY2018	FY2019	FY2020
Number of Primary Insured Persons	45,864	46,751	47,621	48,431
Number of certified persons requiring support and persons certified requiring long-term care	6,416	6,624	6,793	7,054
Primary Insured Persons	6,240	6,445	6,616	6,872
Secondary Insured Persons	176	179	177	182
Certifying Ratio (Primary Insured Persons)	13.6%	13.8%	13.9%	14.2%

◆ Number of certified persons requiring support / care by support / care level (as of October 1 of each year)

(Unit: Person)

Classification	Fiscal Year			
	FY2017	FY2018	FY2019	FY2020
Number of certified persons requiring support and certified persons requiring long-term care	6,416	6,624	6,793	7,054
Support Level 1	440	430	474	520
Support Level 2	582	635	653	678
Care Level 1	1,413	1,397	1,378	1,421
Care Level 2	1,324	1,444	1,522	1,568
Care Level 3	1,027	1,057	1,108	1,165
Care Level 4	910	887	920	990
Care Level 5	720	774	738	712

4 Usage Status of Long-term Care Insurance Services

◆ Changes in the number of users of long-term care services (as of October 1 of each year)

The number of users of services by community-based providers ⁽⁴⁾ and services received at the facility ⁽⁵⁾ have been flat, but that of services received at home ⁽⁶⁾ has continued to increase.

In addition, since the "Integrated facility for medical and long-term care" ⁽⁸⁾ will be newly institutionalized in place of the "Medical long-term care sanatorium" ⁽⁷⁾ from FY2019, the "Medical long-term care sanatorium" will be abolished by 2023 and will be replaced by the "Integrated facility for medical and long-term care".

(Unit: Person)

Classification	Fiscal Year			
	FY2017	FY2018	FY2019	FY2020
Number of Service Users	5,797	6,039	6,275	6,422
Services received at home	3,874	4,034	4,252	4,400
Services by community-based providers	840	854	855	852
Services received at the facility	1,083	1,151	1,168	1,170
Facility services for long-term care covered by public aid	647	665	677	677
Long-term care health facility	427	477	472	472
Medical long-term care sanatorium	9	9	2	4
Integrated facility for medical and long-term care	-	-	17	17

Chapter 3 Basic Philosophy and Basic Policy

Hadano City will aim for the following basic philosophy as Age-friendly City.

In addition, in response to this basic philosophy, we will establish basic policies for each of the eight (8) topics that Age-friendly City should verify, and proceed with measures in line with these policies.

1 Basic Philosophy

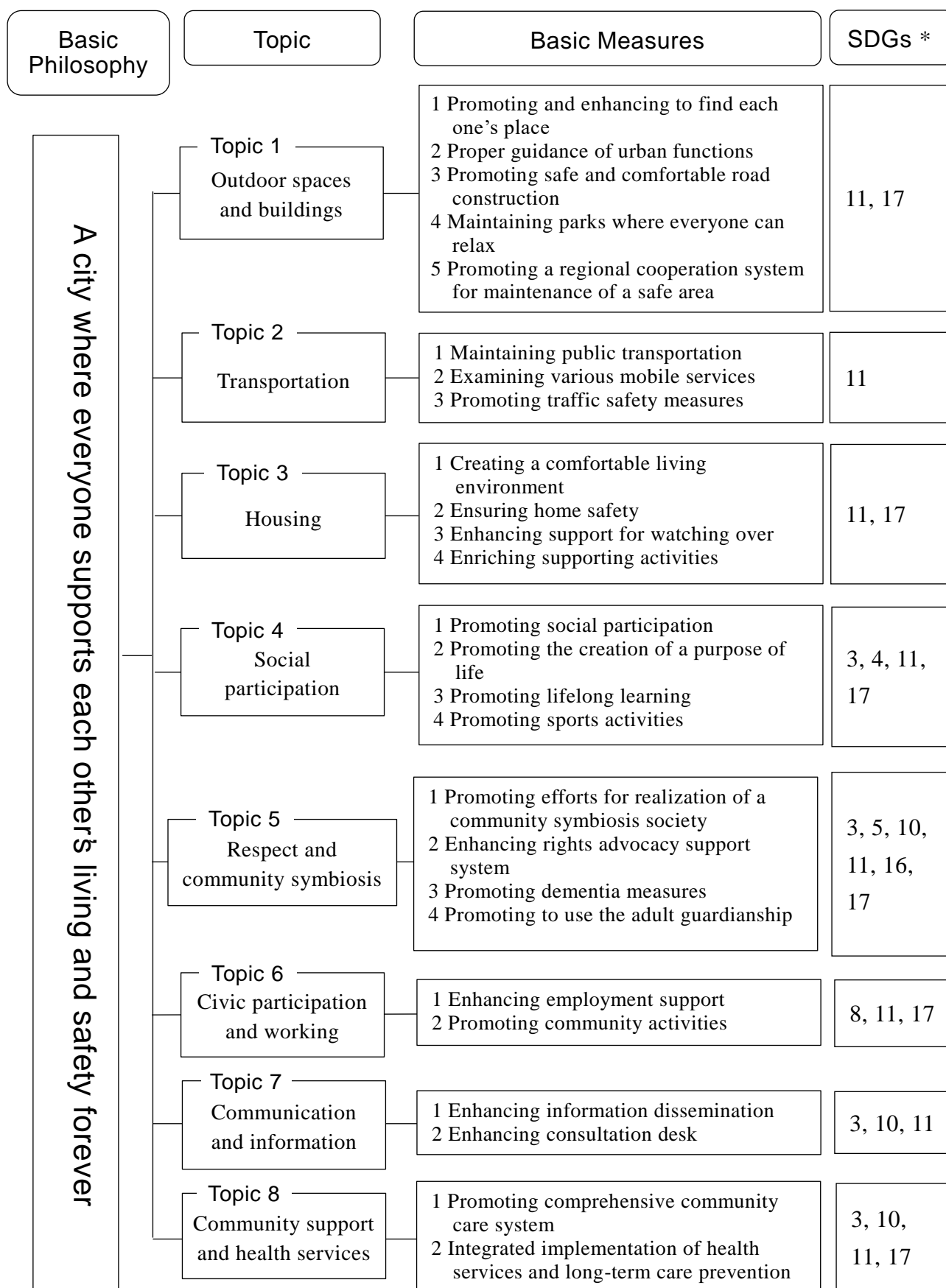
**A city where everyone supports
each other's living and safety forever**

We aim to create a city where not only the younger generation but also the elderly themselves support each other as the bearers of society so that all people living in the community can continue to live in good health and with peace of mind.

2 Basic Policy

Topic	Basic Policy
1 Outdoor spaces and buildings	We will promote the creation of an environment where the elderly can spend their time with peace of mind.
2 Transportation	We will promote the creation of an environment where the elderly can move easily.
3 Housing	We will promote the spread of an environment where the elderly can live with peace of mind.
4 Social participation	We will promote the creation of a purpose of life for the elderly and the creation of a community that is not isolated.
5 Respect and community symbiosis	We will protect the dignity of the elderly and promote the realization of an inclusive society.
6 Civic participation and working	We will promote the participation of the elderly in community activities and promote the creation of employment opportunities.
7 Communication and information	We will promote the creation of an environment where necessary information can be distributed to the elderly.
8 Community support and health services	We will promote the establishment of a comprehensive community care system.

3 System of Measures



(*) See page 10 for details on the goals of the SDGs.

Chapter 4 Promotion of Policies

Age-friendly City (city friendly to the elderly) was advocated by WHO to respond to global aging and urbanization.

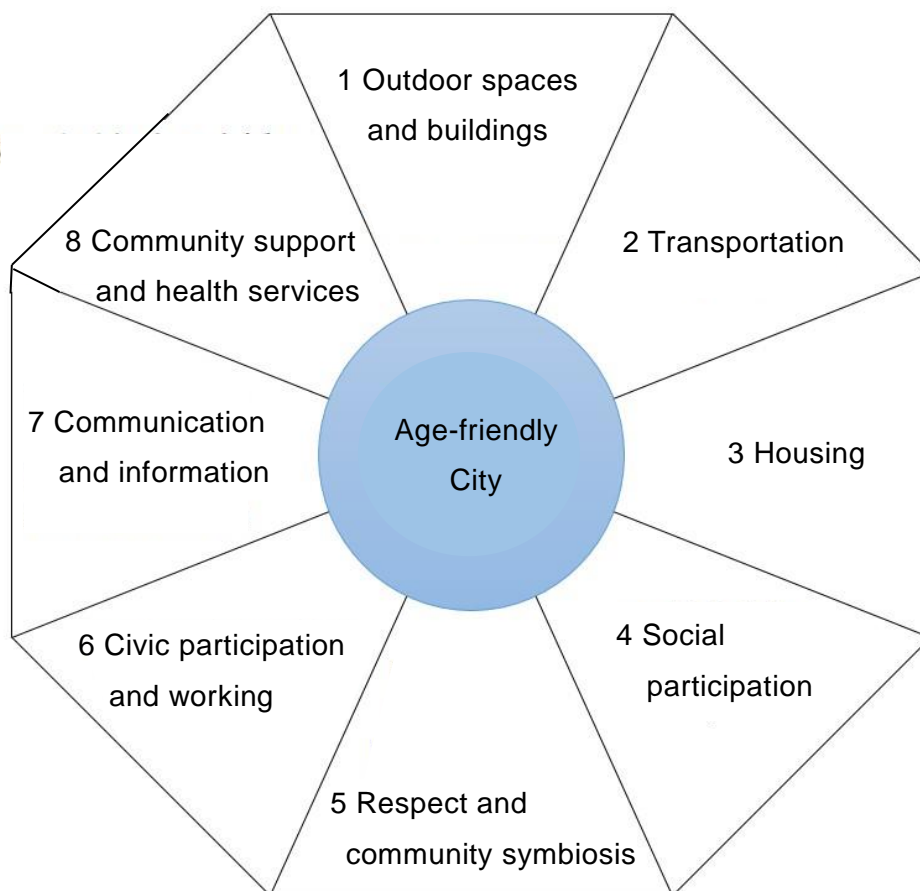
WHO recommends that verification based on eight (8) topics is necessary to become a city friendly to the elderly. These topics will lead to the realization of Age-friendly City by interacting with each other.

In Hadano City, eight fields are set based on the eight (8) topics of WHO, basic policies are established for each field, and initiatives related to basic measures are promoted in cooperation with departments concerned in each field.

Each basic measure consists of "current situation and initiatives so far," "direction of initiatives," "major initiatives," and "performance indices."

The measures listed in this plan correspond to the principles of the SDGs (Sustainable Development Goals). (*)

The eight (8) fields of Age-friendly City (Hadano City version)



- (*) The Sustainable Development Goals (SDGs), are international goals for a better and sustainable world by 2030, as set out in the “2030 Agenda for Sustainable Development” adopted at the United Nations Summit in September 2015. Composed of 17 goals and 169 targets, we pledge to "leave no one behind" on the planet.



The names of related plans for "Main Initiatives" are referred to in the following alphabet.

- A**...Hadano City Elderly Health and Welfare Plan, Long-term Care Insurance Business Plan
- B**...Hadano City Community-based Welfare Plan
- C**...Hadano City Welfare Plan for Persons with Disabilities
- D**...Hadano City Public Facility Relocation Plan
- E**...Hadano City Countermeasure Plan for Unoccupied House etc.
- F**...Healthy Hadano 21
- G**...Hadano Transportation Plan
- H**...Social Capital Comprehensive Maintenance Plan
- K**...Hadano City Traffic Safety Plan
- L**...Hadano City Lifelong Learning Promotion Plan
- M**...Hadano City Education Promotion Basic Plan
- N**...Hadano City Sports Promotion Plan
- P**...Hadano City Industrial Promotion Basic Plan
- Q**...Hadano City Gender Equality Plan
- R**...National Health Insurance Data Health Plan, Implementation Plan for Specific Health Checkups, etc.

Topic #1 Outdoor spaces and buildings

In order to create an environment where the elderly can spend their time with peace of mind, we aim to create a compact and highly convenient barrier-free city, and promote to find each one's place utilizing the existing space.

Basic Measure #1 Promoting and enhancing to find each one's place

Outline of initiatives

- ◆ Utilization of residents' association hall and base of community-based activities
- ◆ Enhancement and support of community-based welfare activities
- ◆ Promotion of utilization of unoccupied houses as a base for community-based activities
- ◆ Creation of a meeting place by utilizing private business facilities, etc.

Current situation and initiatives so far

1. By subsidizing a part of the construction costs of the residents' association hall, we aim to reduce the cost burden of the residents' association, develop community-based activity bases, and promote community development rooted in the community with citizen participation.

For new public fields that are difficult for the city alone, we share roles in collaboration with citizens.

2. The Health and Welfare Center plays a role as a place for promoting community welfare, citizens' purpose of life and interactive activities, we entrust its management to the Hadano Social Welfare Council, and work on proper management by the Steering Committee.

In order to promote community welfare, we provide subsidies for the operation (personnel expenses) of social welfare corporation Hadano Social Welfare Council established based on Article 109 of the Social Welfare Act.

3. We are promoting the utilization of unoccupied houses by opening an unoccupied house bank that matches unoccupied house owners and those who wish to use it.
4. People with dementia and their families, community residents, professionals, etc. gather to open a dementia cafe for the purpose of creating connections and places to support people with dementia and reducing the burden on their families.

In addition, with the cooperation of long-term care facilities, the rooms in the facility are used when the residents are not using them, and are used as a meeting place for neighboring

elderly people.

Direction of initiatives

1. Utilizing bases of community-based activities, we will promote community development rooted in the community with the citizens’ participation. In addition, we will determine specific support contents for revitalizing the local community and promote the development of bases suitable for the community.
2. Due to the deterioration of the facilities of the Health and Welfare Center, we will carry out repairs in consideration of efficiency and urgency, and strive for safe facility management.

For Hadano Social Welfare Council, as a promoter of community-based welfare activities that lead to the creation of a place for the elderly, etc., we will subsidize personnel expenses so that they can fully demonstrate their functions, and support its efficient operation through verifying the content and effects of the project and staffing.

3. By increasing the number of unoccupied house bank users (owners and applicants), we will not only utilize it as a residence, but create a base for community-based activities and civic activities.
4. We will expand the meeting place through increasing the number of businesses that understand the purpose of the meeting place i.e. to create a place where local residents gather in a familiar place.

In the future, we will promote the dissemination and enlightenment of dementia to private businesses and increase the number of places that can be used as a new gathering place for the community.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Promotion of maintenance and improvement of facilities such as residents’ association hall, etc.	We will issue a subsidy for new construction of the self-governing hall, a subsidy for repairing the self-governing hall, and a subsidy for land lease of the self-governing hall.	D	Civic Activity Support Section
Consideration of establishment of activity bases for revitalization of local communities	We will make adjustments within the city government regarding establishment of activity bases for revitalization of local communities and will grant community development subsidy.	—	

Measures (Project name)	Contents	Related plans	Section in charge
Management and operation of the Health and Welfare Center	As a regional base for enhancing the health and welfare of citizens, we will operate and maintain safe and comfortable facilities with the cooperation of related organizations.	B	Community Symbiosis Promotion Section
Support for Hadano Social Welfare Council	In order to strengthen the function of Hadano Social Welfare Council, which plays a core role in promoting community welfare, we will provide subsidies to it and promote cooperation with it.	B , C	Community Symbiosis Promotion Section
Operation management of an unoccupied house bank	We are promoting the utilization of unoccupied houses by operating an unoccupied house bank that matches unoccupied house owners and those who wish to use it.	E	Transportation and Housing Section
Promotion of long-term care prevention by “Hadano Refreshing Exercises”	By popularizing long-term care preventive exercises, we will create a place where local residents gather in a familiar area. In addition to residents’ association hall, public hall, unoccupied house, etc., the office space will be used as such gathering place.	F	Elderly Care Section
Dementia café	We will expand dementia cafés with the cooperation of private companies so that people with dementia and their families can have a safe place to stay other than their home.	A	

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of open-type residents’ association hall construction 【Civic Activity Support Section】	5	—	—	8	—	10
Number of applications for community development base assistance in each area 【Civic Activity Support Section】	3	—	—	4	—	5
Utilization rate of the Health and Welfare Center 【Community Symbiosis Promotion Section】	68.4%	68.5%	68.6%	68.7%	68.8%	70.0%
Number of participants in salon liaison meetings and lectures such as creating a place to stay 【Community Symbiosis Promotion Section】	53	54	56	58	60	62

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Actual number of participants in “Long-term care prevention by Hadano Refreshing Exercises” 【Elderly Care Section】	600	430	500	570	640	710
Number of dementia café opened by private companies 【Elderly Care Section】	12	13	14	15	16	17

Basic Measure #2 Proper guidance of urban functions

Outline of initiative

- ◆ Promotion of city development based on the concept of “Compact plus Network”.

Current situation and initiatives so far

In April 2021, we have formulated a location optimization plan in order to respond to the full-scale population decline and super-aging society and promote efficient and sustainable city development in the future.

Direction of initiatives

In the midst of a declining population, progress of a super-aging society, and a difficult financial situation, we will induce economic investment that makes the best use of regional characteristics and the consolidation of urban functions such as medical care, welfare, and commerce in order to work on sustainable city development.

Major initiatives

We will promote city development based on the concept of “Compact plus Network”⁽⁹⁾. In order to realize a creation of a new community for the next generation, revitalization of the central city area, efficient city management, and a living environment where all generations can live comfortably and with peace of mind, we will work on consolidation of urban functions, investment induction, and sophistication of industrial production functions.

Basic Measure #3 Promoting safe and comfortable road construction

Outline of initiative

- ◆ Promotion of the creation of comfortable roads in consideration of convenience and safety.

Current situation and initiatives so far

As for local municipal roads, there are narrow roads where it is difficult for cars to pass each other, and roads that have no sidewalks even though they are school roads, so we are widening roads and installing sidewalks for the purpose of traffic safety.

Direction of initiatives

As the population declines and the super-aging society progresses, we will promote road improvement and sidewalk installation that are closely related to daily life in order to secure a safe and secure living environment.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
City road improvement project cost National treasury related city road improvement project	We will develop and maintain familiar city roads that are closely related to citizens' lives.	H	Road Maintenance Section
Sidewalk installation project cost National treasury related sidewalk installation project	We will install sidewalks to ensure the pedestrians' safety.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Extension distance of local municipal road 【Road Maintenance Section】	769m	500m	500m	500m	500m	500m
Installation distance of sidewalks 【Road Maintenance Section】	102m	0m	90m	90m	70m	130m

Basic Measure #4 Maintaining parks where everyone can relax

Outline of initiative

- ◆ Maintenance and enhancement of parks and green spaces loved by many people from children to adults

Current situation and initiatives so far

- 1 The park is a facility that can be used freely for various generations. By renewing the facilities, we are proceeding with the installation of "restroom for everyone", replacing with sit-down toilet, barrier-free facilities such as garden roads, installation of handrails on stairs, and renewal of playset.
- 2 The park is being watched over as a park where various generations of citizens can relax, and is loved by the community through the park protection association and foster parent system (adult program), and we maintain it based on cooperation with the citizens.

Direction of initiatives

- 1 By properly updating the park facilities, we will provide citizens with a park that everyone can use comfortably and with peace of mind.
- 2 We will promote the use of parks as a place for citizens to improve their health and relax, aiming for parks and green spaces that are loved by many citizens, and maintain them in collaboration with citizens.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
City park longevity project	By updating playset and introducing healthy playset we will aim for safe and secure use and convenience of park and green space users.	H	Park Management Section
Beautification project for parks ,etc.	We will promote registration of beautification volunteer (foster parent system) groups for parks, etc.	—	

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of facilities that carried out City park longevity project 【Park Management Section】	4	13	21	23	25	28
Number of park beautification volunteer groups 【Park Management Section】	48	51	52	54	55	57

Basic Measure #5 Promoting a regional cooperation system for maintenance of a safe area

Outline of initiative

- ◆ Installation and maintenance of security lights
- ◆ Creating an environment that leads to the prevention of heatstroke

Current situation and initiatives so far

- 1 In order to realize a bright society free of crime, we are working with the residents' association to raise citizens' awareness of crime prevention, improve local crime prevention capabilities, and efficiently install security lights to create an environment that does not cause crime.

Role of residents' association: Monthly inspection and application for new installation

<Achievements>

Number of security lights (as of the end of March 2021)	13,487
Number of security lights newly installed in FY2020	45
(Breakdown:)	
(Installed by crime prevention associations)	22)
(Installed at the time of land development)	23)

- 2 We increase the number of stores and facilities that can cooperate as a cool shelter⁽¹⁰⁾ and create an environment that will lead to the prevention of heatstroke. In addition to public facilities in the city, we request cooperation from each store association, etc., and are working to increase the number of stores that cooperate as cool shelters.

Direction of initiatives

- 1 In order to realize a bright society free of crime, we will work with the residents' association to improve local crime prevention capabilities by raising awareness about crime prevention and providing effective information, and efficiently install security lights to create an environment that does not cause crime.
- 2 Since heatstroke among the elderly occurs frequently, we will publicize our project, expand the number of cooperating stores, and promote the use of cool shelters.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Security light (of Hadano City Crime Prevention Association) installation and maintenance project	We will install security lights effectively and raise the level of maintenance.	—	Community Safety Section
Promotion of cool shelters	As a measure against heatstroke in the elderly, we call on each public facility and commercial people to cooperate as a temporary resting place (cool shelter) to protect themselves from the heat and sunlight.	A	Elderly Care Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of criminal offenses recognized 【Community Safety Section】	650	640	635	630	625	620
Number of cool shelter posters distributed 【Elderly Care Section】	441	470	473	476	479	482

Topic #2 Transportation

We will strive to secure and maintain a public transportation network with the aim of forming a city where people can move comfortably.

For elderly people who cannot use public transportation, we will consider providing mobile services through welfare measures and transportation initiatives through community support activities.

In addition, in order to prevent car accidents by the elderly, we will raise awareness about traffic safety and make efforts to encourage the return of driver's licenses.

Basic Measure #1 Maintaining Public Transportation

Outline of initiatives

- ◆ Formation of a public transportation network that supports a compact urban structure that contributes to reducing the driving risk of the elderly and maintaining the convenience of public transportation
- ◆ Consideration, securing, and maintenance of transportation according to the actual conditions of the area, such as traffic blank and inconvenient areas

Current situation and initiatives so far

- 1 We have formulated the Hadano City Location Optimization Plan to respond to the network weakening due to the decrease in public transportation users and the aging of drivers.
- 2 It is necessary to improve the public transportation environment such as railroads and buses that are easy for everyone to use, such as the elderly, children and people with disabilities. In FY2019, we have subsidized a part of the non-step bus purchase cost to promote the introduction of non-step buses.

<Achievements>

Number of subsidization 55 non-step buses out of 111

Direction of initiatives

- 1 We will strive to secure and maintain a public transportation network that connects the regions

- 2 We will discuss how to deal with traffic blanks areas and inconvenient areas with such area and public transportation companies, and proceed examination of transportation means in consideration with the needs, the actual situation of the area, profitability, etc.
- 3 We will work with public transportation companies to improve the environment for public transportation that anyone can use with peace of mind.
- 4 Based on the "Agreement on Promotion of City Development along the Odakyu Odawara Line", we will work in cooperation with Odakyu Electric Railway to improve the safety of railway station platforms, such as considering the introduction of platform doors.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Non-step bus introduction project	We will support improvement of public transportation environment that are easy for everyone to use, such as the elderly, children and people with disabilities.	G、B	Transportation and Housing Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Introduction ratio of non-step bus 【Transportation and Housing Section】	49.5%	62.7%	66.4%	71.8%	76.4%	79.1%

Basic Measure #2 Examining various mobile services

Outline of initiatives

- ◆ Dissemination of the welfare paid transportation system
- ◆ Supporting the launch of activities to secure transportation by volunteers

Current situation and initiatives so far

- 1 The number of elderly people, who are difficult to move due to physical decline and problems with the living environment so need assistance, is increasing.
- 2 Regarding the "welfare paid transportation system ⁽¹¹⁾" in which NPOs certified by the government provide transportation for people requiring long-term care and persons with disabilities who have difficulty moving by public transportation, we have set up a management council jointly with related organizations such as neighboring local governments, taxi operators, and NPOs etc. to ensure proper management.
- 3 Since April 1, 2016, the visit-type service D ⁽¹²⁾ has been used to pick up and drop off residents-operated day care service users who have difficulty moving. As of the end of March 2020, three organizations are implementing visit-type service D.
- 4 We are training leaders who provide the visit-type service D and moving support for community that support each other.

Direction of initiatives

- 1 We will consider various services after analyzing the issues together with the community residents, such as areas that are difficult to rely on public transportation and those who are difficult to use.
- 2 We will support the participation of elderly people in social activities and the creation of a purpose of life by disseminating the welfare paid transportation system as a means of transportation that allows them to go out safely and securely.
- 3 In addition to training volunteers who provide moving support, we will also support the establishment of organizations that provide moving support so that the trained volunteers can

play an active role in the community.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Dissemination of welfare paid transportation system	In order to promote the use of the welfare paid transportation system, we will work to make it known on our website, etc.	B , A	Community Symbiosis Promotion Section
Expansion of the visit-type service D	In order to secure opportunities to go out and promote social participation, we will transport people who have difficulty moving to a residents-operated day care service.	A	Elderly Care Section
Training for certified drivers who mainly support community	As a community support activity, we will implement training to secure the leaders of community welfare by training moving support volunteers and drivers for welfare paid transportation.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of users of the transportation system 【Community Symbiosis Promotion Section】	300	310	320	330	340	350
Number of training sessions held for certified drivers who mainly support community 【Elderly Care Section】	Twice	Twice	Twice	Twice	Twice	Twice

Basic Measure #3 Promoting traffic safety measures

Outline of initiatives

- ◆ Implementation of awareness-raising regarding traffic safety
- ◆ Dissemination of the elderly driver's license voluntary return support project implemented by Kanagawa Prefecture, etc.

Current situation and initiatives so far

We carry out traffic safety awareness activities for the elderly, such as the support project for the elderly's voluntary return of driver's license, during traffic safety classes and traffic safety campaigns.

<Achievements> Number of traffic safety classes held for the elderly in FY2019: 17
Number of participants: 504

Direction of initiatives

In cooperation with the Hadano Police Station, we will hold traffic safety classes, and in cooperation with related organizations, we will carry out educational activities for new organizations.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Traffic safety classes for the elderly	We will disseminate the support project for the elderly's voluntary return of driver's license, during traffic safety classes for the elderly.	☑、☑	Community Safety Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of traffic safety classes held for the elderly 【Community Safety Section】	17	19	21	23	25	27

Topic #3 Housing

We will promote the creation of an environment where the elderly can live with peace of mind.

In addition, we will strive to strengthen the monitoring system and raise awareness to improve the home safety so that even single-person households and households with only elderly people can live with peace of mind.

Basic Measure #1 Creating a comfortable living environment

Outline of initiatives

- ◆ Formation of a safe and secure living environment

Current situation and initiatives so far

We have formulated a location optimization plan in order to realize a safe and secure city with less disaster risk in response to the relocation / withdrawal of urban functions due to the decrease in the number of users of living service facilities and the decline of the central city area.

Direction of initiatives

We will maintain and form a comfortable living environment based on the future land use of the region.

Major initiatives

We aim to create a city where medical, welfare, commercial facilities, and residential areas are located together, and residents can access convenient living facilities using public transportation.

From the perspective of ensuring the safety of citizens and reducing the risk of disasters and secondary disasters, we will create a safe and secure living environment.

Basic Measure #2 Ensuring home safety

Outline of initiatives

- ◆ Support for installing equipment to prevent furniture from tipping over

Current situation and initiatives so far

For the purpose of minimizing the damage to the lives and property of residents due to the earthquake, we asked a company, that has signed an agreement for emergency recovery activities at a disaster for elderly households who requested it, to install tipping-over prevention equipment.

Direction of initiatives

In order to minimize the damage caused by a large-scale earthquake that is feared to occur, we will promote awareness of the furniture tipping-over prevention equipment installation project and create an environment where elderly people can live with peace of mind..

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Equipment installation support project to prevent furniture from tipping over	Per request from an elderly person living alone or a single-parent family, we will implement the installation of furniture tipping-over prevention equipment.	A	Disaster Prevention Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of implementations of furniture tipping-over prevention measures 【Disaster Prevention Section】	1	10	10	10	10	10

Basic Measure #3 Enhancing support for watching over

Outline of initiatives

- ◆ Support for watching activities by civil welfare officers and child welfare officers
- ◆ Enhancement of watching project that leads to the elderly's peace of mind

Current situation and initiatives so far

- 1 We provide training, reduction of the workload, and consultation support so that the activities of civil welfare officers and child welfare officers⁽¹³⁾, who are familiar counselors in the community, can be carried out smoothly.
- 2 Due to the effects of the aging population and the extension of retirement age, there is a shortage of leaders for civil welfare officers and child welfare officers.
- 3 We register elderly households and share registrant information with civil welfare officers and child welfare officers, the community elderly support center⁽¹⁴⁾, the elderly care section, and the fire department to ensure visits and consultations and smooth response during emergency transportation.
- 4 We provide a service that regularly delivers nutritionally balanced meals to elderly people living alone and elderly households who have difficulty cooking and shopping, and we support a healthy and independent home life by confirming their safety at the same time.

Direction of initiatives

- 1 So that each citizen can foster connections and relationships of trust with the local community and not being isolated in a familiar areas where they live, we will support the activities of the civil welfare officers and child welfare officers who play a part of the above role, and also work to create an easy-to-act environment for them such as reduction of workload.
- 2 The city government, the community elderly support center, civil welfare officers and child welfare officers who are familiar counselors in the community, and the fire department which receives emergency reports, cooperate with each other to promote the registration of elderly

households so that the elderly can live with peace of mind.

- 3 We will deliver meals as a watch over so that elderly people can live independently and with peace of mind, and will eliminate anxiety and isolation in daily life by lending an emergency call system device for smooth activities in an emergency.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Reducing the workload of civil welfare officers and child welfare officers	As the aging of the population progresses, the duties required of civil welfare officers and child welfare officers are diversifying and the workload is increasing. Therefore, we will strive to reduce their workload by reviewing the duties.	B 、 A	Community Symbiosis Promotion Section
Registration project for elderly people living alone at home	We will promote public awareness and registration of the system, and share households in need of monitoring and support with related organizations.	B 、 A	Elderly Care Section
Response system improvement project for domestic accidents	We will lend emergency call devices to ensure a smooth emergency response in an emergency.		
Meal service project for elderly people living alone at home	We will regularly deliver balanced meals to elderly households who have difficulty cooking or shopping, as well as to confirm their safety.	B 、 A	Elderly Care Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Reappointment rate of civil welfare officers and child welfare officers (at the time of re-election re-election all at once every three years) 【Community Symbiosis Promotion Section】	60%	—	60%	—	—	60%
Number of registrants for response system improvement project for domestic accidents 【Elderly Care Section】	146	250	300	350	400	450

Basic Measure #4 Enriching supporting activities

Outline of initiatives

- ◆ Expansion of residents-centered living support services

Current situation and initiatives so far

- 1 The number of elderly people who have difficulty moving or shopping or cleaning up garbage due to physical weakness or financial problems is increasing. Issues that are difficult to solve with public services such as long-term care and welfare require cooperation with various organizations and living support through the community support.

- 2 From April 2018, we have assigned one "second-tier living support coordinator (community support promoter)⁽¹⁵⁾" to each of the seven community elderly support centers in the city and conducted a resource survey in each district and set up a meeting place where refreshing exercises can be done. In addition, at the Living Support System Business Study Group⁽¹⁶⁾, we have compiled the proposals for mobility-related issues.

Direction of initiatives

- 1 In line with the diverse lifestyles of the elderly, we will promote living support services such as moving and garbage removal, and actions such as safety confirmation.

- 2 We will network community people and various related organizations centered on the living support coordinator, understand community needs and resources, and promote the creation of new local resources.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Living support system maintenance project	We will place the living support coordinators and understand the issues and resources of each district, and network related organizations. We will consider community issues and their solutions	B、A	Elderly Care Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of placement of first-tier and second-tier living support coordinator 【Elderly Care Section】	8	8	8	10	10	10

Topic #4 Social participation

We will promote to create a lively community where people are not isolated by allowing the elderly to work in various fields such as volunteering, lifelong learning, and sports with a purpose in life.

In addition, we will support elderly people to play a role in the community and revitalize the local community by utilizing the skills and experience they have gained so far.

Basic Measure #1 Promoting social participation

Outline of initiatives

- ◆ Fostering leaders in living support for the elderly

Current situation and initiatives so far

- 1 We are conducting training to foster leaders in living support for the elderly, but the shortage of long-term care workers has become a major issue. At the same time, in order to live forever in the familiar area, in addition to public services, there is an increasing need for support activities in the community.
- 2 As a leader for living support for the elderly, we conduct "Hadano City certified helper training" that can provide living support to elderly people and people requiring support and "Introductory training on long-term care" for inexperienced people in the long-term care field. Also we conduct "Training for certified drivers who mainly support community" to increase the number of people who support mobility.

Direction of initiatives

- 1 In addition to training people who will support living and moving, we will support those who have completed the training so that they can act as supporters in the community.
- 2 We will promote to create opportunities for the elderly to participate in society as a bearer of the community.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Certified helper training and Introductory training on long-term care	We will implement "Hadano City certified helper training" to foster leaders for visiting services (living support) to people requiring support, and "Introductory training on long-term care" for inexperienced people in the long-term care field.	B , A	Elderly Care Section
Training for certified drivers who mainly support community (repost)	As a community support activity, we will secure the leaders of community welfare by training volunteers who support people who have difficulty moving and transfer drivers for welfare paid transportation.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of times that Certified helper training and Introductory training on long-term care are conducted 【Elderly Care Section】	<Helper training> Three times <Introductory training on long-term care> Once	Once each	Once each	Once each	Once each	Once each
Number of training sessions held for certified drivers who mainly support community (repost) 【Elderly Care Section】	Twice	Twice	Twice	Twice	Twice	Twice

Basic Measure #2 Promoting the creation of a purpose of life

Outline of initiatives

- ◆ Promotion of social participation and exchanges for the elderly

Current situation and initiatives so far

- 1 We are promoting resident-centered activities for care prevention and watching over so that elderly people can live in a familiar area with a healthy life and a sense of purpose and role.
- 2 In order to create a purpose in life for the elderly and expand long-term care prevention activities, we provide subsidies to senior citizens' clubs and organizations that carry out long-term care prevention activities to support their activities.

Direction of initiatives

Further expansion of meeting places is an issue in order to lead to social participation in familiar areas.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Support project for community activities for long-term care prevention support project	We will support organizations that carry out activities that lead to long-term care prevention so that healthy elderly people can play an active role and act as their own purpose in the community.	B、A	Elderly Care Section
Support project for senior citizens' club activities	We will support the activities of senior citizens' clubs organized to enrich the lives of old age through various social activities in order to improve the lives and health of the elderly.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of local organizations receiving subsidies that carry out long-term care prevention activities 【Elderly Care Section】	53	65	74	83	92	101

Basic Measure #3 Promoting lifelong learning

Outline of initiatives

- ◆ Utilization of knowledge and skills of the elderly through Hirohata Interaction Class

Current situation and initiatives so far

With Hirohata Interaction Plaza as the main activity base, the citizens themselves will become instructors using the knowledge and special skills they have accumulated, and will encourage elderly people to carry out lifelong learning activities, improve their health, and support their independence with the aim of creating a purpose in life, building health and physical strength, and making friends through their learning activities.

Since Hirohata Interaction Class responds to the diverse learning needs of citizens as a collaborative project between the city and citizens, and also expands to other areas such as the opening of public hall satellite classrooms, it create a new form of public hall business, cultivate community power through collaboration, develop city of new lifelong learning, and contributes to welfare for the elderly.

Direction of initiatives

Through lifelong learning activities, we will provide operational support to promote the creation of a purpose in life, building health and physical strength, and making friends for the elderly.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Support to Hirohata Interaction Class	With the citizens themselves acting as instructors using the knowledge and special skills they have accumulated, we will perform lifelong learning activities for the purpose of creating a purpose in life, building health and physical strength, and making friends through these activities.	L、M、 A	Lifelong Learning Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of Hirohata Interaction Class held 【Lifelong Learning Section】	62	64	66	68	70	72

Basic Measure #4 Promoting sports activities

Outline of initiatives

- ◆ Revitalization and creation of a multi-generational sports community triggered by "Challenge Day," a sports event in which all residents participate

Current situation and initiatives so far

Since 2017, we have participated in "Challenge Day"⁽¹⁷⁾, which is held on the last Wednesday of May every year, to promote the habituation of citizens' daily sports, health promotion, and the creation of opportunities for the revitalization and creation of local communities.

<Achievements>	FY2019	Participation rate : 53.2% (Participants : 88,024)
	FY2018	Participation rate : 46.4% (Participants : 76,920)
	FY2017	Participation rate : 47.5% (Participants : 79,108)

Direction of initiatives

Through initiatives such as "Challenge Day," we will collaborate with private sports-related facilities such as sports gyms and sports classes to revitalize and create a multi-generational sports community.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Implementation of "Challenge Day"	We will hold a sporting event in which all residents participate in competition with other local governments for the participation rate of citizens who have been exercising and playing sports for 15 minutes or more.	N	Sports Promotion Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Participation rate of "Challenge Day" 【Sports Promotion Section】	53.2%	55.0%	56.0%	57.0%	58.0%	59.0%

Topic #5 Respect and community symbiosis

We will promote efforts toward the realization of a community symbiosis society, and strive to raise awareness of the correct understanding of dementia and enhance the support system so that people with dementia can live in a familiar area.

We will also promote the use of the adult guardianship system to protect the dignity of the elderly.

Basic Measure #1 Promoting efforts for realization of a community symbiosis society

Outline of initiatives

- ◆ Dissemination and enlightenment of the philosophy of a community symbiosis society
- ◆ Enhancement of comprehensive consultation support system through

Current situation and initiatives so far

- 1 As human relations are weakened and the number of socially isolated people increases, it is necessary to build a comprehensive support system for the realization of a community symbiosis society so that all people can support each other and live in the community with peace of mind.
- 2 In June 2019, we set up Hadano City consultation support comprehensive promotion meeting, and in October we set up Hadano City welfare social gathering for the ideal way of welfare towards the realization of a community symbiosis society, and in February 2020, we have formulated Hadano City basic policy for the realization of a community symbiosis society. In addition, we are working to disseminate the philosophy of a community symbiosis society through briefing sessions and workshops for related organizations.
- 3 Since the issues individuals and households faced, such as double care ⁽¹⁸⁾ and the 8050 problem ⁽¹⁹⁾, are becoming more complex and complicated, it is difficult for the public support system, which has been established vertically for each target person, to deal with them.

Direction of initiatives

- 1 To realize a community symbiosis society, it is important to pay attention to the community and take an interest in the people around us. We will work to disseminate and enlighten the philosophy of a community symbiosis society so that we can understand each other's position and situation, recognize each other's individuality, and raise awareness of mutual support.

- 2 We will establish comprehensive and multi-layered support system to solve complex and diversified issues by taking advantage of the strengths of welfare and health professionals and related organizations through collaboration between them so that each elderly person can live with peace of mind.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Dissemination of the philosophy of a community symbiosis society	We will widely disseminate to citizens, consultation support organizations, etc. about the philosophy for realization of a community symbiosis society.	B、A、 C	Community Symbiosis Promotion Section
Promotion of a comprehensive support system through multi-institutional collaboration	We will strengthen cooperation and promote a comprehensive consultation support system centered on the Community Symbiosis Support Center, such as holding Hadano City consultation support comprehensive promotion meeting that is a cross-organization of the city hall.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Implementation of staff training for realization of a community symbiosis society 【Community Symbiosis Promotion Section】	once	once	once	twice	twice	twice

Basic Measure #2 Enhancing rights advocacy support system

Outline of initiatives

- ◆ Support for advocacy
- ◆ Enhancement of support system against elderly abuse

Current situation and initiatives so far

- 1 We subsidize operating costs (personnel expenses) so that the "Daily Life Independence Support Project" ⁽²⁰⁾ implemented by Hadano Social Welfare Council can be operated stably.
- 2 We support the use of the adult guardianship system for elderly people with dementia who have requested the mayor's petition because the petition by the people concerned cannot be filed for reason that there are no relatives within the second degree by consanguinity, although it is recognized that the use of the adult guardianship system is effective due to impaired judgment from the viewpoint of property management and physical custody.
- 3 At the community elderly support center, we are working to enhance the consultation system for the elderly and caregivers.

Direction of initiatives

- 1 We support people who are worried about living their daily lives alone due to impaired judgment so that they can use the appropriate welfare services required according to their individual situation so that they can live with peace of mind in the community.
- 2 In order to promote elderly abuse prevention, in cooperation with various related organizations including the community elderly support center, we will endeavor to help caregivers who care for elderly people in need of long-term care at home prevent from having to leave their jobs or prevent from abusing elderly people due to overlapping mental and physical burdens.
- 3 At the community elderly support center, we are working to enhance the consultation system for the elderly and caregivers.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Daily Life Independence Support Project	Hadano Social Welfare Council will provide services such as support for the use of welfare services, daily money management, and assistance in keeping passbooks, etc., for elderly people who are worried about their judgment ability.	B, C	Community Symbiosis Promotion Section
General consultation and support by the community elderly support center	We will enhance the consultation system and strengthen the functions of the community elderly support center so that the operation of the center will be fair, neutral and stable.	B, A	Elderly Care Section

Basic Measure #3 Promoting dementia measures

Outline of initiatives
 ◆ Enhancement of support system for dementia and dissemination and enlightenment of knowledge of dementia

Current situation and initiatives so far

In order that the will of people with dementia is respected and they can continue to live in their own way in their familiar area as much as possible, we are working on dissemination and enlightenment to deepen the understanding of dementia, on early detection and response to people with suspected dementia early, on building a community-based watching system, on provision of medical and long-term care services according to the condition of dementia, and on enhancement of where to consult.

Direction of initiatives

In order to maintain life in the community as much as possible, it is important to evaluate living conditions and cognitive function at the initial stage of symptoms and link them to appropriate medical care.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Dementia supporter ⁽²¹⁾ training project, Dissemination and enlightenment project for dementia	We will implement dementia supporter training courses and step-up courses, and build a community-based watching system so that people with dementia and their families can continue to live in their familiar areas. In addition, we will strengthen public awareness about dementia in line with the efforts of World Alzheimer's Month.	B、A	Elderly Care Section
Dementia initial intensive support promotion project, Dementia community support and care improvement project	We will hold dementia initial intensive support team members meetings that connect from the initial stage of dementia to appropriate medical and long-term care, place dementia community support promoters that lead to appropriate services according to the condition, create and distribute dementia guidebooks, and maintain a dementia cafe.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of trained dementia supporters 【Elderly Care Section】	13,250	16,000	18,000	20,000	22,000	24,000

Basic Measure #4 Promoting to use the adult guardianship

Outline of initiatives

- ◆ Promoting to use the adult guardianship

Current situation and initiatives so far

- 1 We have outsourced the adult guardianship system utilization support project to Hadano Social Welfare Council so that we can protect the rights of elderly people who do not have sufficient judgment ability and continue to live in a familiar area with peace of mind, and we are working on dissemination and enlightenment of the system and consultation support.
- 2 We hold the Adult Guardianship Network Liaison Committee and the Adult Guardianship System Utilization Promotion Plan Working Group to strengthen cooperation and share information among related parties to promote the use of the system.

Direction of initiatives

- 1 In order to lead to early detection and support of people who need protection of rights, we will make efforts to publicize the adult guardianship system and expand the consultation desk.
- 2 As a mechanism for professionals and related organizations to cooperate and support each other in the community so that people who need the adult guardianship system can use it appropriately, we will build a "regional cooperation network" and work towards establishment of a "core organization" to coordinate it.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Support to operation of the Adult Guardianship Utilization Support Center	By supporting the operation of the Adult Guardianship Utilization Support Center that provides centralized consultation on the adult guardianship system, we will establish a system that allows the adult guardianship system to be used with peace of mind.	B 、 A 、 C	Community Symbiosis Promotion Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of public relations and workshops 【Community Symbiosis Promotion Section】	9times	9times	9times	10times	10times	11times

Topic #6 Civic participation and working

We will endeavor to provide information so that citizens can participate in society by participating in community activities such as residents' associations and volunteers.

In addition, we will secure employment opportunities and strive to provide information so that citizens can continue to work vigorously.

Basic Measure #1 Enhancing employment support

Outline of initiatives

- ◆ Implementation of employment support counseling for job seeker
- ◆ Implementation of employment support for the elderly

Current situation and initiatives so far

- 1 In cooperation with Furusato Hello Work ⁽²²⁾ and the public employment security office, we provide vocational counseling and job introduction, as well as provide employment support counseling for job seekers.
- 2 We support the activities of the Silver Human Resources Center ⁽²³⁾, which provides employment opportunities for the elderly so that they can maintain their health and purpose of life utilizing their capacities and have a proactive connection with society. However, it is difficult to expand the business of the Silver Human Resources Center and increase the number of members.

In addition, there are few job offers for people aged 65 and over, and there are situations in which applicants for employment are not able to work.

Direction of initiatives

- 1 We will work to create employment in cooperation with related organizations such as the national and prefectural governments, and support the employment of diverse human resources such as women, young people, middle-aged and elderly people, persons with disabilities, and foreigners.
- 2 We will create a regional system where elderly people who are motivated to work can

continue to play active roles throughout their lives by expanding employment opportunities by making use of their abundant experience and abilities.

We also support the activities of the Silver Human Resources Center, which provides employment opportunities for the elderly.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Employment support counseling for job seekers.	For job seekers, a professional counselor will provide advice according to individual employment consultations to support smooth employment.	P 、 A 、 C 、 Q	Industrial Promotion Section
Support for the Silver Human Resources Center	In order to promote the purpose of life of the elderly and improve community welfare, we will create and expand employment opportunities for the active elderly.	A	Elderly Care Section
Regional collaboration project to promote lifelong active duty	We will create a regional system that allows elderly people aged 55 and over who are motivated to work to expand their employment opportunities by making use of their abundant experience and abilities, feel a sense of purpose through work, and continue to be active throughout their lives.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Ratio of the number of employment to the number of job introduction in Furusato Hello Work 【Industrial Promotion Section】	24%	24%	24%	24%	24%	24%
Number of members of Silver Human Resources Center 【Elderly Care Section】	744	850	850	850	850	850

Basic Measure #2 Promoting community activities

Outline of initiatives

- ◆ Support for residents' association activities
- ◆ Promotion of civic activities and volunteer activities

Current situation and initiatives so far

1 About residents' association activities

We are promoting the friendship of community residents and the promotion of community-based welfare. Since registration of individual names such as the chairman of the residents' association causes problems like name change and inheritance due to the move or death of the registered person, we are promoting the incorporation of the residents' association.

2 About volunteer activities

In order to create an environment that makes it easy to participate in civic activities such as volunteer activities, we utilize the civic activity support center according to the actual activities of civic activity groups and support civic activity promotion projects.

Direction of initiatives

1 We will promote voluntary community activities with the citizens' participation.

In addition, we will continue to promote the incorporation of residents' associations because thereby we can meet the perfection requirements for registration and land lease rights when using the name of the individual chairman.

2 In order to create an environment that makes it easy to participate in civic activities such as volunteer activities, we will support the utilization of the civic activity support center and civic activity promotion projects.

In addition, cooperation with other volunteer-related organizations (Social Welfare Council) is an issue, so we will consider a system that can efficiently handle volunteer projects.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Support for establishment of residents' association organization	We will promote membership in residents' association by informing those who move in from outside the city to join the residents' association and by requesting developers to encourage residents to join the residents' association.	—	Civic Activity Support Section
Support for incorporation of residents' association	We will explain the outline and procedure of incorporation of residents' association.		
Utilization of the civic activity support center	We will support voluntary, non-profitable, and socially contributing civic activities by civic activity groups, and volunteers.	—	
Hadano Civic Activity Group Liaison Council (Renkyo)	We will acting as civic activity groups in the city work in cooperation with volunteer groups that work in various fields such as environmental protection, welfare, and education, with the aim of helping to develop a vibrant community.	—	

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of incorporated residents' associations 【Civic Activity Support Section】	98	99	100	101	101	102
Increasing number of member organizations to Hadano Civic Activity Group Liaison Council 【Civic Activity Support Section】	54	55	55	55	55	55

Topic #7 Communication and information

We will promote the environment improvement so that the necessary information can be easily obtained for the elderly.

In addition, we will enhance and strengthen the consultation desk and promote the creation of a system that connects to the necessary support when needed.

Basic Measure #1 Enhancing information dissemination

Outline of initiatives

- ◆ Enhancement of information dissemination through public relations papers and websites
- ◆ Implementation of lectures on consumer life

Current situation and initiatives so far

- 1 In order to share information with the citizens, we will strive to edit public relations papers that are easy to understand and familiar, effectively disseminate municipal administration information, and will advance efforts to have more people read the public relations paper such as door-to-door distribution to households who have not subscribed to newspapers and distribution using smartphone apps.
- 2 We strive to disseminate information in a timely and effective manner by utilizing various public relations media such as enhancing the city homepage and issuing living guides.
- 3 In order to meet the diversifying needs of citizen counseling, we hold lectures on consumer life including the end-of-life plans.

<Achievements>

- Notes on cashless payment
- How to write an ending note
- Knowledge of funerals, graves, and memorial services
- Law course etc.

Direction of initiatives

- 1 We will endeavor to publish public relations papers that are easier to understand and

familiar, and will make effective use of various media according to the target and purpose and enhance publicity, and widely disseminate municipal administration information.

In particular, since Internet media (homepages, SNS, etc.) with excellent immediacy, capacity, and interactivity are rapidly permeating, information that is suitable for the times so that anyone can easily obtain municipal administration information, etc. We will strive to enhance the transmission system.

- 2 For the purpose of expanding information provision and disseminating knowledge in response to diversifying and sophisticated consumer problems, we will strive to prevent and reduce consumer troubles by holding lectures and classrooms for elderly people who are particularly vulnerable and those who watch over elderly people.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Enhancement of public relations activities	We will disseminate information by effectively utilizing various public relations media such as the Public Relations Hadano and homepages.	—	Public Relations, Comment and Opinion Section
Living course	We will enlighten the system and knowledge about consumer behavior, and hold lectures so that citizens do not have troubles due to contracts or fraud.	—	Citizen Consultation and Human Rights Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Number of annual accesses to the city homepage 【Public Relations, Comment and Opinion Section】	7.50mil	7.80mi	7.96mil	8.12mil	8.28mil	8.45mil
Satisfaction with consumer life courses 【Citizen Consultation and Human Rights Section】	87%	89%	90%	91%	92%	93%

Basic Measure #2 Enhancing consultation desk

Outline of initiatives

- ◆ Consultation support in the area by civil welfare officers and child welfare officers
- ◆ Enhancement of comprehensive consultation service for the elderly
- ◆ Expand the specialized consultation system and support the early resolution of problems familiar to citizens

Current situation and initiatives so far

- 1 There are various welfare services and consultation counters, and they are publicized in various ways, but elderly people may not know where to consult and what to consult, so we are implementing consultation support by familiar civil welfare officers and child welfare officers.
- 2 We have established the community elderly support centers in seven locations in the city to provide comprehensive consultations for the elderly, continuous care preventive care management and understanding of the actual situation, response to abuse, and support for advocacy.
- 3 Aging causes deterioration of physical and cognitive functions in the elderly, and the older they are, the more likely they are to become disabled or demented. Therefore, as the number of elderly people shows an increasing trend, the number of elderly people who obtain a physical disability certificate and the number of elderly people who go to a psychiatric medical institution due to dementia etc. are increasing.
- 4 In response to diversifying civic counseling, we assign specialist counselors regarding civic life, etc., and regularly hold various specialized counseling such as lawyers and tax accountants to efficiently respond to counseling and complaints.

Direction of initiatives

- 1 The realization of a society where people can live with peace of mind while receiving appropriate services in the familiar areas will be a great support for the elderly and their

families. We will support the civil welfare officers and child welfare officers, who act as a conduit between the residents and the government, to provide the necessary welfare service information to the counselor in cooperation with related organizations.

- 2 In order to accurately respond to the complex and diversified needs of the elderly, we will enhance the consultation and support system of the community elderly support centers and will work towards building a comprehensive community care system that provides services that support the elderly in an integrated manner in the region.
- 3 It is important to create a community where people with disabilities can live in a familiar area with their own thoughts and judgments. In order for elderly people with disabilities to live in the familiar areas, we will enhance the consultation and information provision system so that we can appropriately use the services required by measures in both the disabled and elderly fields.
- 4 We will strive to provide elderly people with peace of mind by implementing new specialized consultations, considering consultation dates and enhancing the consultation system in response to citizens' needs and social changes.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Activity support for civil welfare officers and child welfare officers	As a familiar counseling destination in the community, we will support the civil welfare officers and child welfare officers so that they can listen to the consultations of the elderly, etc., and appropriately connect to related organizations and provide information on welfare services.	B、A	Community Symbiosis Promotion Section
Comprehensive consultation and support by the community elderly support centers	In order to accurately respond to the increasing complex and diversifying needs of the elderly, we will enhance the consultation and support system that the community elderly support center provides in the region and strengthen its functions so that individual issues can be resolved.	B、A	Elderly Care Section

Measures (Project name)	Contents	Related plans	Section in charge
Consultation and support by the consultation room for anything about disability welfare and the core counseling support center	We will provide consultation and support so that people with disabilities and their families can receive appropriate selection of welfare services, life consultation, and information provision in their immediate surroundings.	☐	Disability Welfare Section
Citizen consultation	In addition to assigning specialized counselors to diversify citizen consultation, we regularly hold various specialized consultation services such as lawyers and tax accountants to respond appropriately to consultation and complaints.	—	Citizen Consultation and Human Rights Section

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Reappointment rate of civil welfare officers and child welfare officers (at the time of re-election re-election all at once every three years) (repost) 【Community Symbiosis Promotion Section】	60%	—	60%	—	—	60%
Number of person received planning consultation support 【Disability Welfare Section】	161	165	170	175	180	185
Number of female consultaion information card installation locations 【Citizen Consultation and Human Rights Section】	27	31	33	35	37	39

Topic #8 Community support and health services

We will promote the integrated implementation of health services and long-term care prevention, and promote the establishment of a comprehensive community care system.

Aiming to extend healthy life expectancy, we will collaborate with medical and health services.

Basic Measure #1 Promoting comprehensive community care system

Outline of initiatives

- ◆ Establishment of a comprehensive community care system

Current situation and initiatives so far

- 1 We are trying to cooperate between medical institutions and long-term care providers, etc., in order to provide home medical care and long-term care in an integrated manner so that elderly people who need both medical care and long-term care can continue to live their own way in the familiar area.
- 2 We collaborate with medical and long-term care professionals and related organizations through community care conference ⁽²⁴⁾ and community rehabilitation activity support projects to discuss individual issues and solutions to community issues.

Direction of initiatives

- 1 We will promote mutual understanding and information sharing among multiple occupations related to medical care, health care, and long-term care, and deepen cooperation so that elderly people can continue their own lifestyles in the familiar areas.
- 2 While utilizing community care conference and community rehabilitation activity support projects, we will strengthen our efforts to expand community activities and develop resources that are in short supply in the community.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Enhancement of the community elderly support center functions	We will further enhance and function the consultation system that the community elderly support center is playing in the community.	B , A	Elderly Care Section
Enhancement of home medical care / long-term care cooperation promotion business	Hospitals / clinics, dental clinics, pharmacies, home-visit nursing stations, long-term care business offices, etc. work together to establish a system that provides home medical care and long-term care in an integrated manner, and make efforts for effective information sharing, and work to build relationships that can be consulted on a daily basis.	B , A	Elderly Care Section
Enhancement of community care conference promotion business	Utilizing the community care conference, we will grasp the issues of the entire city area and each area, and by cooperating with medical institutions, long-term care insurance service offices, civil welfare officers and child welfare officers, other various groups, we will establish a system to provide appropriate support.		
Enhancement of community rehabilitation activity support business	We will establish a system that allows rehabilitation professionals to provide comprehensive support for independence support by coordinating with related parties such as long-term care insurance offices and community elderly support centers.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Certifying ratio for requiring long-term care 【Elderly Care Section】	14.1%	14.9%	15.3%	15.8%	16.3%	16.8%
Number of community care conference held 【Elderly Care Section】	170	170	170	170	170	170

Basic Measure #2 Integrated implementation of health services and long-term care prevention

Outline of initiatives

- ◆ Implementation of support tailored to each citizen based on the results of health checkups, etc.

Current situation and initiatives so far

- 1 We carry out health checkups (citizen health checkups, complete medical checkups, etc.) to maintain and improve the citizens' health.
- 2 Based on the results of health checkups, we provide information to those who need to improve their lifestyle, such as materials related to lifestyle improvement such as physical activity, exercise, and diet, and information on long-term care prevention projects.

Direction of initiatives

- 1 In addition to conducting health checkups, we will manage the results of health checkups by the KDB (National Health Insurance Database) system of the Kanagawa National Health Insurance Association
- 2 Utilizing the KDB system, etc., we will guide health business, long-term care prevention business, continuous individual health consultation, etc. that match the health condition from information such as medical receipts, long-term care, and medical checkup results, and aim to maintain and improve health.
- 3 Medical professionals utilize the KDB system to provide on-site consultations to prevent undernutrition and aggravation, on-site guidance to promote proper medical checkups, and outreach support for elderly people whose health status is unknown.
- 4 We will extend the current efforts to prevent the aggravation of diabetic nephropathy to the elderly aged 75 or over.

Major initiatives

Measures (Project name)	Contents	Related plans	Section in charge
Citizen's health checkup (health checkup for the elderly aged 75 or over), Complete medical checkup for the elderly aged 75 or over	We will conduct inspection items focusing on lifestyle-related diseases and questionnaires designated by the national government. In addition, based on the results of medical checkups, we will provide guidance on long-term care prevention and health services, and support health promotion.	F	Health Promotion Section, National Health Insurance and Pension Section
Specific health checkup (specific health guidance project), Complete medical checkup operated by National Health Insurance	For the insured of National Health Insurance aged 40 to 74, we will carry out inspection items focusing on lifestyle-related diseases and a questionnaire designated by the government. In addition, we will prevent lifestyle-related diseases and support health promotion by providing health guidance based on the results of medical checkups.	R	National Health Insurance and Pension Section
Diabetic nephropathy aggravation prevention project	From the results of medical checkups and medical receipt data, we will identify the target persons suffering from lifestyle-related diseases and provide face-to-face guidance and telephone guidance to improve lifestyle habits.		
Support for undernutrition prevention and aggravation prevention	In order to prevent deterioration of mental and physical functions, medical professionals such as health nurses, registered dietitians, and dental hygienists will provide individual consultations and health guidance to elderly people with malnutrition.	A	Elderly Care Section
Involvement of medical professionals in the meeting place	In addition to conducting awareness-raising activities to prevent frailty syndrome ⁽²⁵⁾ , health education, and health counseling at the meeting places, we will identify elderly people in frailty syndrome and provide health guidance and support for improving living functions according to their condition.		

Target values

Index name	Result	Target value				
	2019	2021	2022	2023	2024	2025
Implementation rate of specific health checkup 【National Health Insurance and Pension Section】	33.6%	—	—	40%	—	40% or over
Utilization rate of specific health guidance 【National Health Insurance and Pension Section】	14.2%	—	—	26%	—	26% or over
Number of the person received high-risk consultations and instructions related to undernutrition 【Elderly Care Section】	(new)	20	25	30	35	40

Chapter 5 Promotion System of the Plan

1 Promotion of the Plan

This plan is not limited to welfare measures, but also crosses fields such as urban, transportation, education, and health, and promotes community development that is friendly to the elderly.

In promoting the plan, we will fully cooperate with related departments and promote the contents of the plan more effectively.

2 Progress Management and Evaluation

In managing the progress of the plan, we will inspect the achievement status of the target value for each basic measure every year, and at Hadano Age-friendly City Action Plan Internal Review Committee, which is composed of the Hadano City Elderly Health and Welfare Promotion Committee, the general manager of the welfare department, and the heads of related sections, we will report on the progress, listen to opinions, and review the next plan.

Footnotes

No.	Word(s)	Explanation
1	Aging ratio	Percentage of people aged 65 or over in the population
2	Comprehensive community care system	A system that provides housing, medical care, long-term care, prevention, and life support in an integrated manner so that you can continue your own lifestyle until the end of your life in your familiar area even if you are in a severe need for long-term care
3	Age-friendly Cities and Communities	A project advocated by WHO to respond to global urbanization and aging (see the references below for details)
4	Services by community-based providers	A service provided to local residents by a business operator designated by the local government to support the lives of people requiring long-term care in their familiar area
5	Services received at the facility	Long-term care services provided to those who have been certified as requiring long-term care, etc., who have entered Facility services for long-term care covered by public aid, Long-term care health facility, Medical long-term care sanatorium, or Integrated facility for medical and long-term care
6	Services received at home	A long-term care service that allows people who have been certified as requiring long-term care to receive it at home
7	Medical long-term care sanatorium	A medical facility for people requiring long-term care who have completed acute care and need long-term care, based on the facility service plan, providing medical care, nursing, long-term care and other care under medical management, functional training, and other necessary medical care
8	Integrated facility for medical and long-term care	A facility that integrally provides "medical care for long-term care" and "care for daily life (nursing care)" to people requiring long-term care
9	Compact plus Network	As the population declines and ages, especially in local cities, we will maintain the vitality of the region, secure living functions such as medical care, welfare, and commerce, and cooperate with local public transportation so that the elderly can live with peace of mind. "Compact plus Network" means to promote such compact town development.
10	Cool shelter	Temporary rest facility for heat stroke prevention

Footnotes

11	Welfare paid transportation system	A paid pick-up and drop-off service when seeing a doctor, going to care facilities or leisure, etc. for those who have difficulty moving using public transportation such as the elderly requiring long-term care and people with disabilities, provided by non-profit corporations such as specified non-profit corporations (NPO corporations) and social welfare corporations
12	Visit-type service D	A mobility support service for people requiring support in the comprehensive support business of long-term care prevention in long-term care insurance and daily life support
13	Civil welfare officers and Child welfare officers	Community-based welfare volunteers who work based on the area of the residents' association, consult with the elderly, people with disabilities, child-rearing families, needy families, etc., and act as a conduit to the government agencies
14	Community elderly support center	<p>A core institution established by municipalities to realize comprehensive community care, aiming to comprehensively support the improvement of health care and welfare of the elderly by providing comprehensive consultations for the elderly in the community, advocating rights, creating a community support system, and providing necessary assistance for the long-term care prevention</p> <p>Note that, although it is called "Community Comprehensive Support Center" under the Long-Term Care Insurance Law, in Hadano City, it is called "Community Elderly Support Center" in order to clearly indicate the purpose of supporting the elderly.</p>
15	Living support coordinator	A coordinator and a community support promoter who connects and combines various activities in the community
16	Living support system business study group	A study group that builds a system for providing various services by various actors and for solving the community issues by mutual support
17	Challenge Day	Challenge Day is a sports event with full participation of residents to create opportunities for "health promotion of residents" and "revitalization of the city". Every year on the last Wednesday of May, municipalities with almost the same population size compete the participation rate of residents who have been exercising or playing sports continuously for 15 minutes or more between midnight and 9 pm. And it is a rule that the loser displays the flag of the opponent's municipality on the main pole of the loser's government building for one week.

Footnotes

18	Double care	A situation in which a person (household) in the child-rearing period also takes long-term care of their parents at the same time due to late marriage and late childbirth
19	8050 problem	The problem that parents in their 80s support the lives of children in their 50s and these parents and children are isolated from society, that lead to prolonged social withdrawal of young people and serious situations in which they cannot live due to long-term care or poverty
20	Daily life independence support project	For elderly people who do not have sufficient judgment ability due to dementia, etc., we will support them so that they can live an independent life such as support for daily money management and keeping important documents like bankbooks
21	Dementia supporter	A supporter who has the correct knowledge of dementia and watches over the person with dementia and his / her family in the community
22	Furusato Hello Work	A consultation counter jointly operated by the national government and municipalities that provides vocational counseling and employment introduction in municipalities where public employment security offices (PESO) are not established
23	Silver human resources center	An organization that contributes to the revitalization of local communities while the elderly people aged 60 or over gain a purpose of life through the work
24	Community care conference	A meeting that promotes community network construction, care management support, understanding of community issues, etc. by examining individual cases through multidisciplinary collaboration at the Community elderly support center
25	Frailty syndrome	A state in which mental and physical vitality (motor function, cognitive function, etc.) declines with aging, living function is impaired, and mental and physical fragility appears at an intermediate stage between healthy and needing care. The etymology is "Frailty" in English.

Appendix

1 Global Network of Age-friendly Cities and Communities

Age-friendly City is a project advocated by the WHO (World Health Organization) to respond to global population aging and rapid urbanization. In this project, Global Network of Age-friendly Cities and Communities has been launched in 2010 that is an international network of local governments and others working on elderly-friendly community development.

(1) Participating municipalities

As of the end of December 2020, there are 1,114 local governments in 44 countries participating in the Global Network of Age-friendly Cities and Communities.

In Japan, Akita City participated in 2011 as the first Japanese participant, followed by Takarazuka City in 2015. After that, 19 municipalities in Kanagawa Prefecture participated in 2017, and 3 municipalities including our city participated in 2018, so there are now 24 municipalities nationwide.

In addition, Kanagawa Prefecture participates as an "affiliate member" who supports information sharing between municipalities and plays a role in promoting community development that is friendly to the elderly.

【Participation Approval Form】

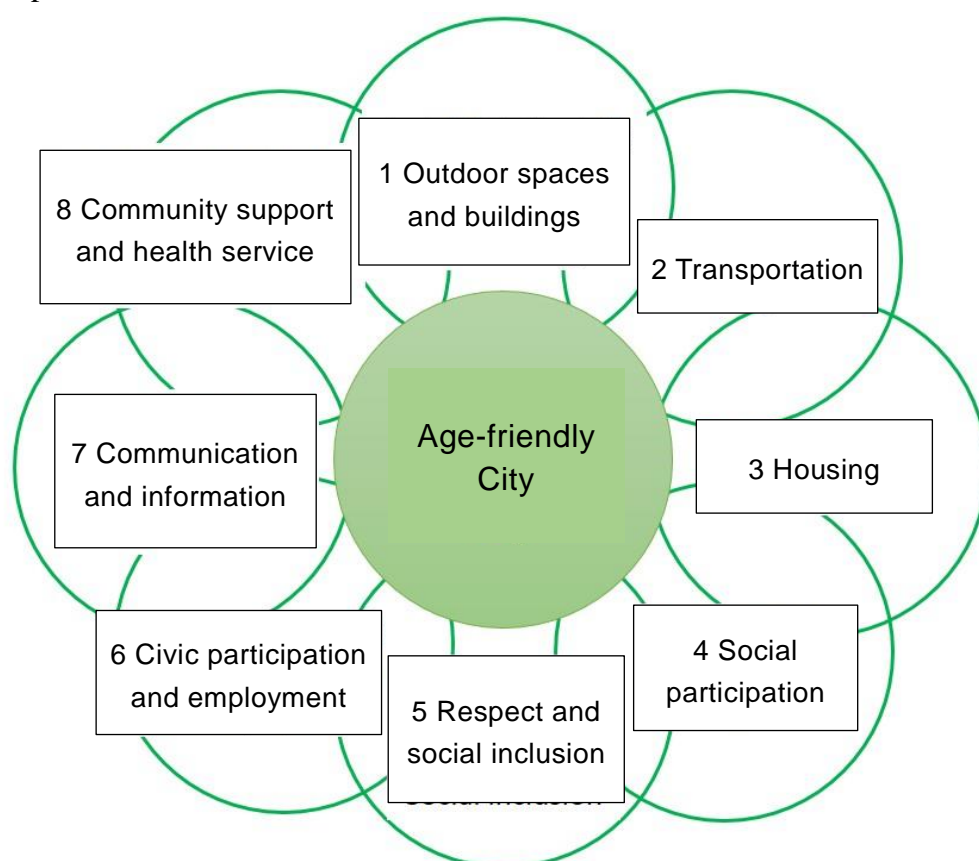


(2) Eight(8) topics

WHO recommends that the realization of an age-friendly city requires verification based on eight(8) topics.

In Japan, Akita City participated in 2011 as the first Japanese participant, followed by Takarazuka City in 2015. After that, 19 municipalities in Kanagawa Prefecture participated in 2017, and 3 municipalities including our city participated in 2018, so there are now 24 municipalities nationwide.

【Eight topics】



In Hadano City, we have replaced "5 Respect and social inclusion" with "5 Respect and community symbiosis", and "6 Civic participation and employment" with "6 Civic participation and working", then have set eight fields.

2 WHO Initiatives

(1) Healthy ageing

WHO is promoting an action plan "Decade of Healthy Ageing 2020 - 2030" in which the government, civil society organizations, private companies, etc. will work together for the 10 years from 2021 to 2030, aiming for a world where all people can live longer and healthier. This plan was adopted by the World Health Assembly, which is the highest

References

decision-making body of WHO and consists of all member countries, on August 3, 2020.

In "Decade of Healthy Ageing 2020 - 2030", in order for everyone to continue to live in good health even as they grow older, they should maintain their physical functions, prepare their living environment, and the elderly themselves should play a role and contribute to the community. Furthermore, this plan pointed out that it is necessary to fundamentally change the way of thinking about age and aging, and is promoting actions in the following four areas.

- 1 Change the way to think, feel, and behave about age and aging.
- 2 Develop communities in ways that develop the abilities of the elderly.
- 3 Provide integrated human-centered care and primary health services for the elderly.
- 4 Make long-term care available when the elderly need it.

(Reference: Kanagawa Prefecture Homepage
"Collaboration with the World Health Organization (WHO)"
<https://www.pref.kanagawa.jp/docs/mv4/cnt/f537393/documents/documents/who.html>)

(2) The Baseline Report for the Decade of Healthy Ageing 2021-2030

To start this plan, WHO has published "The Baseline Report for the Decade of Healthy Ageing 2021-2030" on December 17, 2020, summarizing the current state of the world regarding aging, the path to improvement by 2030, and efforts to accelerate the impact on the lives of the elderly.

In this report, in addition to introducing the "ME-BYO index" of Kanagawa Prefecture, the "Tochikubo Shopping Club" implemented in the Tochikubo district of Hadano City is also introduced as an example of efforts to support the movement of the elderly.

3 Progress of Action Plan Formulation

(1) Results of Hadano Age-friendly City Action Plan Internal Review Committee

The contents of this plan were considered at "Hadano Age-friendly City Action Plan Internal Review Committee" composed of the related sections of city hall.

Date	Contents
November 20, 2018*	Consideration of action plan formulation policy
February 8, 2019*	Consideration of action plan formulation policy
September 9, 2019*	Formulation of basic philosophy, Setting of eight fields and formulation of basic policy
June 29, 2020	Consideration of basic measures for each of the eight fields

References

August 21, 2020	Consideration of preliminary draft of action plan
November 9, 2020	Consideration of draft of action plan
February 22, 2021	Confirmation of final draft of action plan

* Held as "Preliminary Study Group on Age-friendly City Action Plan Formulation"

(2) Conduct of Public Comments

- Offering period : from December 16, 2020 to January 15, 2022
- Reception method : After disseminating information on the city homepage and "Public Relations Hadano", the plan is placed at the Elderly Care Section counter and public facilities in the city, and opinions and comments are collected.
- Number of opinions and comments : 68

4 Establishment Guidelines of Hadano Age-friendly City Action Plan Internal Review Committee

(Enforced June 1, 2020)

-- Omitted --

Hadano City Age-friendly City Action Plan (FY2021 – FY2025)

March 2021

Elderly Care Section, Welfare Department, Hadano City

3-2, Sakuracho 1-chome, Hadano, Kanagawa, 257-8501 Japan

TEL : 0463-82-7394 FAX : 0463-84-0137

E-mail : kourei@city.hadano.kanagawa.jp