
WHO Aged-Friendly City Network Action Plan and Strategy for 5 year plan(2022-2026) directions

Chapter 1. Overview of Tasks

1. The background and objective

1) Task background

- Dobong-gu expressed its participation in the global network in 2018, was approved as an elderly-friendly city member of the WHO on December 14 of the same year, and promulgated the Ordinance on the Creation of an Aged-Friendly City in Dobong-gu on December 27, 2018.
- Implementation plans have been established and implemented since 2019 to create an elderly-friendly village, improving the quality of life for the elderly and promoting the creation of a village friendly to all generations.
- In May 2021, the senior population of Dobong-gu was 62,673 out of 320,687, accounting for 19.5% of the total population (Dobong-gu, 2021). Therefore, it seems inevitable to enter a super-aged society after 2024, and it is necessary to create a strategic and active “aged-friendly city“ at the old level.
- In other words, even if you join the WHO’s aged-friendly city network, you will be evaluated regularly, so additional projects are required to sustain your status as an aged-friendly city, and the following projects should be implemented regularly.
 - First, regular promotion of research and research projects related to elderly -friendly cities to actively respond to various changes according to the super-aged society.
 - Second, to increase the level and awareness of an age-friendly city, the whole educational project is encouraged.
 - Third, promoting education and participation projects for the elderly to become the subject and respected elderly in an elderly-friendly city.

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- Fourth, members of international organisations and international conferences related to the ageing of society to promote global cooperation projects to promote international exchanges such as mutual exchange of information and Joint Research.
 - Furthermore, Dobong-gu must begin policies recommended by the WHO.
 - firstly, the establishment of a structure which ensures the participation of the elderly in a series of activities in an age-friendly city.
 - Second, the standard evaluation as an “age-friendly city.”
 - Third, plan operations and plans for three years based on the results of the standard assessment.
 - Fourth, the development of indicators and evaluation plans to measure progress and performance in the implementation of planning.

2) Goal of the task

- Korea’s aging population is progressing at an unprecedented rate, and since it recorded an aging rate (7%) in 2002, it is heading toward a super-aged society that has never been experienced in any country in the world (expected 40% in 2060).
- To deal with this situation, it is necessary to improve the “quality of life of the elderly“ and to “support the elderly“. The ageing of Dobong-gu is progressing quickly and presents problems such as population decline, transport problems and shopping problems. For this reason, to improve the quality of life of the elderly in the face of a super-aged society, it is necessary to promote the growth and development of Dobong-gu by launching an action plan for an elderly-friendly city creating a community where all generations recognize each other’s existence.
- The Elderly-Friendly City is a project proposed by the WHO in 2007 to cope with global aging and urbanization, and (1) applies urban policy to the aging era and (2) promotes the creation of an elderly-friendly city by participating in social activities such as citizen participation and employment policy.

2. The contents and methods

1) Task details

- Evaluation of the Action Plan for Age-Friendly Cities: Check the progress of the action plan after WHO Age-Friendly Cities have been certified.
 - Presentation of the evaluation criteria and evaluation of the implementation plan for a Senior Friendly City (3 years, 2022 to 2024).
 - Establishment of assessment indicators according to the present state of Dobong-gu: focus on 45 indicators in the 8th field.
 - Assessment of the political status of performance indicators for detailed projects.
 - Target departments: Street Management, Park Green Division, Transportation Administration Division, Road Administration Division, Health Policy Division, Welfare Policy Division, Life Security Division, Neurology Division, Senior Citizens, Medicine Division, Autonomous Village Division, Disaster Safety Division, Regional Health Division, Cleaning Administration Division, Lifelong Learning Sports Division, Public Relations Division, Dobong Cultural Center
- Overall evaluation of Dobong-gu's project
 - Internalization of the operation of the department in charge of creating an elderly-friendly city.
 - whether the creation committee for creating a city adapted to the elderly is activated.
 - The opportunity to set up a system of organic co-operation led by the local community.
 - Is there an age-friendly supervisory team?
 - Whether the project is carried out in order to be evaluated regularly.
 - An effective system of promotion, monitoring and assessment construction plan for a city friendly to the elderly.
- Proposal of the direction of the 5-year plan for an elderly-friendly city in Dobong-gu (2022-2026).

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- WHO presents a roadmap for the re-registration of an aged-friendly city.
 - WHO Aged-Friendly City ACTION PLAN Implementation Evaluation Process.

2) How to do a task

- Based on the planning process carried out in 2018, the policies for 52 detailed indicators in 8 areas were assessed.
 - It was confirmed whether various projects implemented under the 2019 action plan promoted an age-friendly impact assessment to understand the impact on the promotion of rights and interests of the elderly, social participation, and leisure.
 - The comprehensive evaluation of the Dobong-gu project and the creation of an effective promotion system for age-friendly cities were proposed.
 - Internalization of the operation of the service responsible for the creation of a friendly city for the elderly.
 - Whether the creation committee for creating a city adapted to the elderly is activated.
 - the desirability of establishing a system of organic cooperation conducted by the local community.
 - Organizing and operating an age-friendly surveillance team.
 - Whether the project is completed for regular evaluation.
- To identify the necessary factors for Dobong-gu to develop further as an elderly-friendly city, necessary factors were derived based on the action plan index and an analysis framework suitable for Dobong-gu.

Chapter 2. Evaluation of the tasks

1. Maintain an organic cooperation relationship between the department in charge of the work on creating a friendly city for the elderly

- Other departments in charge of each detailed indicator of eight areas of the elderly-friendly city, centering on the elderly-friendly city administration department, submit results on performance every year and establish a continuous consultation system.
- Major departments include street management, park administration, road administration, health policy, welfare policy, life security, neurology, senior citizens, medicine, autonomous village, disaster safety, local health, cleaning administration, lifelong learning sports, public relations, environmental policy, Dobong Cultural Foundation, and health.
- In order to establish an ongoing management system as an age-friendly city, it is necessary to maintain a system of organic co-operation with other departments.

2. Dobong-gu Senior-Friendly City Development Committee

- Under Article 18 of the Dobong-gu Seoul Metropolitan Government Ordinance on the Creation and Implementation of Elderly-Friendly Cities, Research on the Certification of Elderly-Friendly Cities, Human Resources Development and Infrastructure, and Support for Elderly Life.
- Dobong-gu Senior-Friendly City Development Committee consists of 14 people, including the deputy head of the Gu, the chairperson, and the term of office is two years (two consecutive terms are possible).

3. Operation of a senior friendly monitoring team.

- As a policy planner and evaluator for the elderly in the process of policy establishment and implementation, the Aged-Friendly Monitoring Group aims to strengthen the capabilities of the elderly which is to discover policy ideas, represent the needs and opinions of the elderly, and monitor policy implementation.
- Based on 76 projects in eight areas of elderly-friendly cities, Dobong-gu residents should collect citizens' opinions on the elderly and play a role in discovering and suggesting inconveniences in daily life from the perspective of the elderly.
- The Aged-Friendly Monitoring Group is composed of policy planners and evaluators for the elderly in the process of policy establishment and implementation, strengthening the capabilities of the elderly, and planning and executing policies that the elderly are satisfied with. The purpose is to discover policy ideas for the elderly, represent the needs and opinions of the elderly, and perform monitoring functions on policy implementation.
- The monitoring team should be able to play a role in connecting “elderly” and “dobong-gu” as it includes activities to discover and resolve inconveniences experienced by the elderly throughout their daily lives.
- In addition, it should be possible to monitor regularly whether various elderly-friendly city policies implemented by the district meet the needs of the elderly.
 - Based on 76 projects in eight areas of elderly-friendly cities, Dobong-gu residents should collect civic opinions on the elderly and the socially vulnerable, and play a role in discovering and proposing daily inconveniences from the perspective of the elderly.
- From 2019 to 2020, there was no Dobong-gu Elderly-Friendly City Monitoring Team in the planning stage of an elderly-friendly city. However, it was found that the Senior Citizens' Division of the

Dobong-gu Community Security Council holds annual meetings on elderly policies.

- 2019 (7th/63 people), Job Status and Improvement Plan for the Elderly in Dobong-gu.
- In 2020, (7th/60 people), report and suggest the results of the welfare service needs survey after COVID-19 of the elderly using social welfare facilities in Dobong-gu.
- Community Security Council will be held during 2022~2026 in order to suggest the elderly policies.

4. Establishing a Community organic cooperation system

- Various welfare services are provided for the elderly suffering from inconvenience in their lives through organic links between the various members of the public sector and the local community (Korean Senior Citizens' Association Dobong-gu Branch, welfare institution, etc.).
- Improving welfare accessibility and providing various life stabilization services to the elderly through private welfare base institutions.
- Therefore, it is required to maintain organic relations and communication with private welfare institutions.

5. Preparation of an evaluation system for the action plan

- Dobong-gu makes great efforts to provide social services to the elderly in implementing a city friendly to the elderly.
- In the case of projects for elderly-friendly cities, the appropriateness of projects for elderly-Friendly Cities is assessed using performance indicators, and a program planning, delivery, and evaluation system is established.
- To conclude, a plan of action has been established. Specific evaluation system has been established. Dobong-gu establishes a systematic evaluation system for regular evaluation when establishing a five-year plan for an elderly-friendly city.

Chapter 3. Global Network Contents of WHO Aged-Friendly Cities

- WHO established an age-friendly city network in 2010 and urged participation with the aim of expanding the age-friendly city and promoting link age with each city.
- WHO's participation in the global network of elderly-friendly cities proceeds with a five-year cycle of (1) planning stage (2) implementation stage (3) evaluation stage, and promotes continuous improvement of elderly-friendly cities.
- Implementation and evaluation stage of the plan: Implementation of the activity plan over 3 to 5 years from participation.
 - Evaluating progress and performance, referring to the evaluation results, and regularly revising and improving the specifications and plans of success stories and tasks to be newly initiated.
 - A series of flow of activity plans is carried out in five-year cycles, and the promotion of creating an elderly-friendly city is continuously carried out.

1. Direction of Establishment of Action Plan for the 2nd Period

- Dobong-gu should establish a detailed second five-year plan (2022-2026) after completing the WHO Aged-Friendly City Network Action PLAN implementation evaluation and carry out continuous management as an elderly-friendly city. Therefore, this study aims to suggest some directions to consider when establishing a mid- to long-term master plan based on the review of the current operation status of elderly-friendly cities in Dobong-gu.

1) Action Plan for the 2nd Age-Friendly City

- Dobong-gu carried out the project from 2020 to 2021, based on the 2019 Aged-Friendly City Plan, and evaluated the projects from 2021 to 2019 and 2020.
- After the 2nd implementation plan should be established based on the 2021, implementation plan evaluation and the project should be promoted for 5 years.
- The second implementation plan is carried out by implementing three stages of (1) planning stage (2) implementation stage (3) evaluation stage in five-year cycles and pursuing continuous improvement. Establish a structure in which the elderly participate in all stages of a five-year cycle, and implementation/evaluation of the plan is conducted to promote the action plan.

2) Provide linkages among policies

- The action plan needs to be managed according to the cycle of the five-year action plan set by the WHO while promoting consistency with top policies such as the Dobong-gu 4-year plan and the Dobong-gu Community Security Plan.
- Dobong-gu's four-year plan's vision and policy goals are presented in five major categories: "Economic Vitality City," "Generation Empathy City," "Balanced Development City," "Cultural Education City," and "Decentralization City," and the nature of the Dobong-gu's four-year plan is the mid- to long-term plan.
- Dobong-gu's four-year vision: Contents of policies linked to elderly-friendly cities.

(1) Policy goal: Dobong, an economic vitality city

- Policy direction
 - Revitalizing education and promotion to raise awareness of the social economy.
 - Expanding customized social economy education for various classes such as youth and the elderly.
- The content
 - Creating and supporting work.
 - Subject to the project: Priority support for socially vulnerable groups such as young people, career-interrupted women, 50+ households, the elderly, and the disabled.
- Age-friendly city area
 - Citizen participation and employment.

(2) Policy Goal: Dobong, Generational Empathy City

- Policy direction
 - Reinforcement of customized welfare policies for the elderly reflecting age, health, and income level.
 - Providing customized services such as social contribution, jobs, and care according to demand.
 - Improvement and expansion of related facilities to support leisure activities for the elderly.
 - Promotion of policies that allow the elderly to continue a healthy life on their own on social problems arising from the increase in the aging index.
 - The construction of cultural welfare facilities for the elderly solves the spatial problem of necessary facilities.
 - Efforts to sustain a healthy life through education for the elderly.
 - A project to revitalize private welfare base institutions for the promotion

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- of joint public-private cooperation projects
 - Expansion of private welfare base institutions
 - The content
 - I got certification for being an age-friendly city.
 - Running a health college for senior citizens.
 - Visiting youth health class.
 - Dementia prevention and management project.
 - Promotion of the construction of complex facilities such as Dobong Senior Cultural Center.
 - A project to revitalize private welfare base institutions.
 - Nutrition Plus business.
 - Expanding services to support activities for de-facilities and the elderly disabled.
 - Age-friendly city area
 - Respect and social integration.
 - Community support and health services.

(3) Policy Goal: Dobong, a balanced development city

- Policy direction
 - Improvement of facilities for access to public transportation for history that restricts the right to pass for the elderly and the disabled.
- The content
 - Installation of subway station mobility facilities.
- Age-friendly city area
 - Outdoor space and buildings.
 - Transportation
 - Housing

(4) Policy goal: Dobong, Cultural Education City

- Policy direction
 - Continuous promotion of lifelong learning fairs, forums, performance-sharing workshops, and lifelong learning network projects.
 - By discovering and fostering lifelong education learning clubs, revitalizing lifelong education and forming a mature lifelong learning community that leads to social contribution after learning.
 - Clean city with residents.
- The content
 - Expanding the designation of lifelong learning center.
 - Establishment of a lifelong learning network in Dobong-gu.
 - Prepare measures for a clean living environment.
- Age-friendly city area
 - Social participation.
 - Communication and information

(5) Policy Goal: Dobong, Decentralization City

- Policy direction
 - Expanding administrative support and gradually expanding implementation to establish a stable system so that residents can discover and implement pending village projects on their own.
 - Continuing to promote resident-self-governing public innovation through the establishment of a convergence system between community innovation agenda projects such as village community and resident autonomy, visiting welfare and health.
 - Continuous growth support for discovering and fostering residents of village communities and strengthening self-government capabilities.
- The content
 - Expanding and revitalizing the village community.
 - Expanding resident autonomy and granting practical authority.

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- 50+ Roundtable meeting/time, group-by-group public opinion hall.
 - Operate a public forum in Uijegul Cave.
 - Age-friendly city area
 - Aged-Friendly City Monitoring Team.

2. Method of promoting the establishment of an action plan for the second term

1) Establishing a systematic evaluation system

- Dobong-gu shall conduct additional evaluation after implementation of the second elderly-friendly city. Therefore, when establishing the second five-year plan in the future, it is necessary to prepare a systematic evaluation system for the continuous operation of an elderly-friendly city.
- The establishment of the evaluation system is a very effective task in managing and supplementing projects related to the elderly in the future, making follow-up management easier.
 - The evaluation system is an evaluation including an evaluation subject, evaluation criteria, evaluation timing, evaluation method, etc. In addition, evaluation appears in the form of self-evaluation, qualitative evaluation, and quantitative evaluation.
- Matters to be considered when establishing an evaluation system
 - First, the evaluation subject (internal and external), evaluation period (annual), and evaluation method (quantitative and qualitative parallel) are selected.
 - Second, evaluation indicators are prepared based on the first planned evaluation (specific statements such as evaluation criteria, evaluation factors, evaluation items, evaluation methods, allocation, etc.)
 - Third, Dobong-gu's Elderly Friendly Development Committee was used as the evaluation subject.

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- In this study, as a result of evaluating the contents of each department's project promotion for 45 indicators for each of the eight fields, the following supplementation was required for “establishing an evaluation system for the implementation plan.”
 - Qualitative evaluation of elderly-friendly city projects by department is required.
 - In the case of a project that can confirm the participation of the elderly or the disabled in order to determine the appropriateness of the project when evaluating an elderly-friendly city, separate management is required based on performance indicators or performance indicators. The competent department shall request cooperation from each department so that it can be submitted to the department in charge every year when reporting performance.

2) Securing business continuity in each field

- For regular evaluation, it is necessary to more clearly set indicators and business classifications for each area, and to classify short-term projects as project projects and come up with measures to evaluate them separately.
 - It is necessary to implement an elderly-friendly city project from a long-term perspective.
 - In the case of new projects, policies are promoted from a long-term perspective, and projects with short-term characteristics are classified as project projects and reflected in the following evaluation.

3) Establishment and utilization of an integrated management system for projects for the elderly

- When establishing a five-year mid- to long-term plan, overall management of projects targeting the elderly is required. In other words, separate management of projects promoted for the elderly by detailed indicators is

needed, so an organization or team in charge is needed to manage them in an integrated manner. Currently, Dobong-gu needs to expand the authority for the project to the elderly disabled, who are in charge of the elderly-friendly city, and secure manpower to systematically handle it.

- Currently, each department has an organic cooperation system for elderly-friendly city projects and integrated management by the elderly with disabilities, but if mid- to long-term plans are established, they must be able to additionally handle tasks such as project management, evaluation, and business plans.