



WHO Global Network  
for Age-friendly Cities  
and Communities



الشارقة SHARJAH  
مدنية مراعية للسّن AGE FRIENDLY CITY

## Report on monitoring the updated standards for Sharjah Emirate's Age - Friendly City

---

Prepared by:



دائرة الإحصاء  
و التنمية المجتمعية

Department of Statistics &  
Community Development

31/12/2019

## Preparation Team:

---

We extend our gratitude to all those who contributed to the preparation of the Report on monitoring

The updated standards for Sharjah Emirate's Age-Friendly City.

## Authors:

---

Department of Statistics and Community Development (DSCD)

Sharjah Office of Age-friendly Cities

## Members:

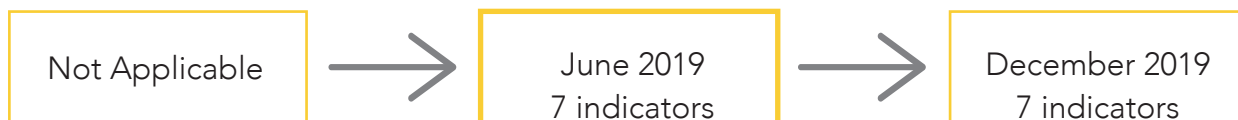
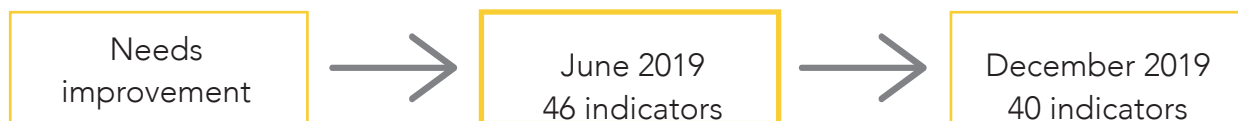
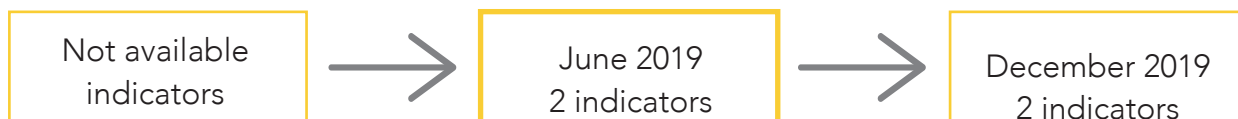
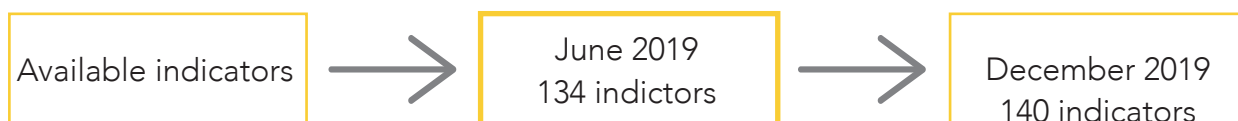
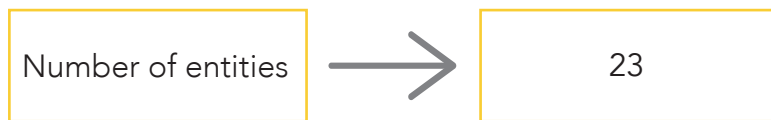
---

Government of Sharjah Executive Council	Ruba Qarn Foundation	Department of E-Government
Department of Social Services	Sharjah Police Headquarters	Sharjah Education Council
Sharjah Institute of heritage	Consultative Council of Sharjah	Municipalities and Agricultural Affairs Department
Sharjah Health Authority	Sharjah Media Cooperation	Districts and Villages Affairs Department
Directorate of Human Resources	Directorate of Human Resources	Directorate of Housing
Directorate of Public Works	Bee'ah	Roads and Transport Authority
Sharjah Electricity and Water Authority	Sharjah Chamber of Commerce and Industry	Directorate of Town Planning and Survey
	Department of Economic Development	Sharjah Government Media BUREAU

## Important Figures:

---

189 standards were used to measure the extent of adherence to the understanding of Age-Friendly Cities. 23 entities in Sharjah Emirate participated in applying these standards. Changes related to these standards were monitored throughout 6 months, from 31/6/2019 to 31/12/2019. The results show positive progress in the standards that entities have adopted, as shown below:



## Contents of the report:

---

Contents	Page
Introduction	5
Preliminary results of the evaluation on the Standards of Sharjah Emirate's Age-Friendly City 31/12/2019	5
Detailed explanation of unavailable and not applicable standards	6
Measuring the extent of change in the standards with the number of reports monitored within 30 months	9
Standards according to the specialized entities up to 31/12/2019 - The highest percentages achieved by entities from the total number of standards - Detailed standards for every domain according to specialized entities	13
Conclusion	16
References	17

## Introduction

---

Scientific development in healthcare and preventive services, developments in environmental sanitation in terms of air and water cleanliness, and social welfare factors has affected lifespans, birth rates, and the life expectancy in Sharjah Emirate. This change is in line with global demographic trends as many countries are facing ageing populations. The percentage of persons aged 60 and above from the total population of the world will double, from 11% in 2006, to 22% in 2050. For the first time in history, the aged population of the world will be greater than the number of children between 0 and 14 years of age.

The idea of Age-Friendly Cities is based on the World Health Organization's framework on active ageing and expanding cities. The Age-Friendly City initiative encourages active ageing by providing optimal health opportunities, and ensuring the participation of all age groups in society, especially the elderly and their sense of security in order to enhance the quality of their lives as they age.

In practice, Age-Friendly Cities, including Sharjah Emirate, are working to develop their administrative structures and services to be available for all age groups, especially the elderly. Eight domains of urban life highlight the issues faced by different age groups, especially the elderly:

1. External spaces and buildings
2. Transportation
3. Accommodation
4. Social participation
5. Respect and social inclusion
6. Civil participation and employment
7. Communication and information
8. Social support and health services

## Results on updating the standards for Age-Friendly Cities up to 31/12/2019

---

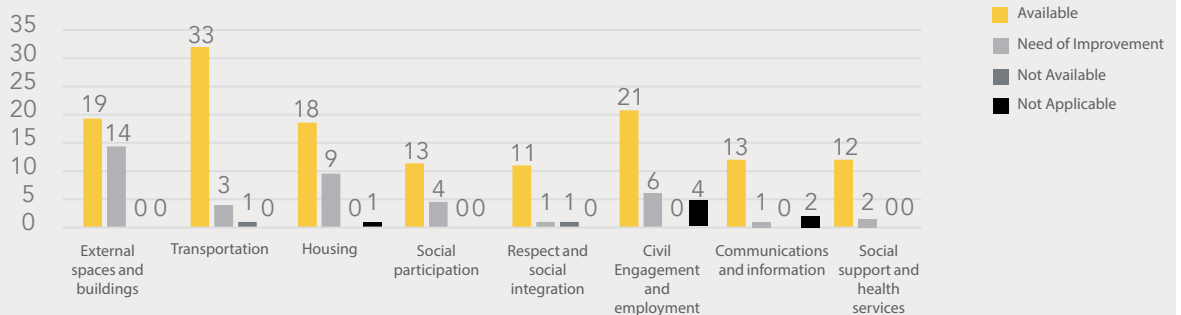
The table below shows the availability of the eight standards in the Government entities in Sharjah Emirate. The standards are divided as follows: available, in need of improvement, unavailable, and not applicable. Of a total of 189 standards in Sharjah Emirate, 139 standards are available, 41 standards are in need of improvement, 2 are unavailable, and 7 are not applicable up until 31/12/2019.

Domain	Title	Available	Need of improvement	Not available	Not applicable
1	External spaces and buildings	19	14	0	0
2	Transportation	33	3	1	0
3	Accommodation	18	9	0	1
4	Social participation	13	4	0	0
5	Respect and social inclusion	11	1	1	0
6	Civil participation and employment	21	6	0	4
7	Communication and information	13	1	0	2
8	Social support and health services	12	2	0	0
Total		140	40	2	7
Percentage		74%	21%	1%	4%

Grand Total

189

### Results on updating the standards for Age-Friendly Cities up to 31/12/2019



## A breakdown of criteria that do not apply and are not available:

### First: standards that are not applicable:

Seven criteria that do not apply in the emirate have been limited to a number of general reasons. Some of the general reasons for the existence of standards that do not apply in the Emirate

- The nature and environment of origin of these details vary as they do not follow the inner lifestyle in Sharjah

- Some of the criteria listed are not relevant in the Emirate.

- Some standards are implemented by private for-profit or federal institutions.

Some of the criteria listed belong to private institutions that are not subject to government institutions.

- There is no government institution in the Emirate that oversees voluntary work.

- Some standards are subject to a person's desire and ability to control them, such as electronic devices, mobile phones, radios and televisions.

- Equipment manufacturing specifications are subject to international standards that are not accessible to local organizations.

No.	Domain	Domain components	Standard series	Standard details
1	Housing	9- Living Environment	98	Provides financial assistance for home safety measures. Reason: There is no such service provider in the Emirate
2	Civil Engagement and employment	2-Employment options	137	There are programs and agencies for employing the elderly. Reason: Recruitment agencies are considered private institutions not subjected to human resources
3	Civil Engagement and employment	3- Training	142	Voluntary organizations are provided with training on their functions. Reason: Voluntary activities follow government institutions, No local institutions exist that supervise the work
4	Civil Engagement and employment	4- Availability	146	Elderly employees will not be charged for participation in Overtime or voluntary payment. Reason: not followed
5	Civil Engagement and employment	6-Position contributions Estimate	154	Promotion of benefits obtained from hiring elderly, among employees Reason: it is currently not available, and will be proposed by the Department of Economic Development and the Chamber of Commerce and Industry in the future to activate the standards.

No.	Domain	Domain components	Standard series	Standard details
6	Communications and information	5- Automated communications and devices	172	Supplying electronic devices, such as mobile phones, Radios, television sets, automated bank outlets, and devices, exchange of electronic cards, with buttons and screens with large letters. Reason: Smart devices allow the user to control the font size. Reason: Hardware manufacturing specifications are subject to standards accredited internationally and that are not within our grasp
7	Communications and information	5- Automated communications and devices	173	Electronic machines and mail ports displays, And other services with good lighting can be accessed by people of different heights. Reason: Hardware manufacturing specifications are subjected to international standards that are not within our grasp

### Secondly: Unavailable standards:

2 standards are not available in the Emirate. Some of the general reasons as to why there are standards that are not available in the Emirate.

- Some standards require federal, not local, decisions.
- Some standards need extra time to be available.

The following table shows the standards that are not available:

No.	Domain	Domain components	Standard series	Standard details
1	Transportation	14-Leadership Eligibility	70	Provides financial assistance for home safety measures. Reason: There is no service provider in the Emirate
2	Respect and social integration	3 -public awareness	123	Including education on ageing and elderly persons in school curricula for middle school and high school



## Measure of Change in the standards and the number of reports that were monitored within the past 30 months:

Domain 1	External spaces and buildings					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	9	17	17	17	17	19
Not Available	2	0	0	0	0	0
Need of improvement	22	16	16	16	16	14
Not applicable	0	0	0	0	0	0

In the first domain , which deals with external spaces and buildings , this domain includes components including, environment, green spaces and walkways, exterior seats, sidewalks, roads, services, buildings, public toilets, traffic laws, bicycle lanes, and safety. This domain includes 33 standards, since the launch of the program, the number of standards that are currently available were 9 in June 2017, and the number of available standards in December 2019 has increased to 19. As for the standards that are not available, in June 2017 there were only two standards, whereas in December 2019 there weren't any standards that are not available in this area, As for the standards that needs improvement, in June 2017 the number was 21 criteria, and in December 2019 the number of standards decreased to 14 standards , and there are no standards that are not applicable in this domain . In December 2019, none of the criteria was changed..

Domain 2	Transportation					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	23	32	32	32	32	32
Not Available	2	1	1	1	1	1
Need of improvement	12	4	4	4	4	3
Not applicable	0	0	0	0	0	0

The second domain, transportation, involves affordable costs, accessibility of transportation and frequency, destinations, vehicles that are age-sensitive, priority seating, drivers, bus stations, information, community transportation, taxis, roads, parking spaces, specialized services and driving eligibility.

This domain includes 37 standards, of which in June 2017 there are 23 available criteria, while in December 2019 the number increased to 32 available standards, whereas in June 2017 there were two standards that are not available. In December 2019, the number fell to only one standard, As

for the standards that needs improvement , were only 12 in June 2017 and in December 2019 the number decreased to 3for the standards that needed to be improved ,. As for December 2019. There were no standards that were not applicable in this domain. In June 2019, none of the standards changed.

Domain 3	Housing					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	14	17	18	18	18	18
Not Available	0	0	0	0	0	0
Need of improvement	13	10	9	9	9	9
Not applicable	1	1	1	1	1	1

The domain concerning accommodation includes thing such as affordable costs, essential services, design, renovation, maintenance, ageing of the elderly in their homes, social integration, choice in accommodation and the overall environment.

This domain includes 28 standards, in June 2017, there were 14 available standards and in December 2019, the number of available standards increased to 18, and in June 2017 there were 13 standards that needed improvement and then the number reduced to 9 standards in December 2019 ,

In addition, there is only one standard that is not applicable in this domain. While in December 2019, none of the standards were changed.

Domain 4	Social participation					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	7	10	11	11	11	13
Not Available	0	0	0	0	0	0
Need of improvement	10	7	6	6	6	4
Not applicable	0	0	0	0	0	0

The fourth domain is social participation, which includes availability of events and activities, affordable costs, the scope of events and activities, facilities, promotion of activities, treating isolation, and social integration.

This Domain contains 17 standards, in June 2017, 7 standards were available, whereas in December 2019 the number of available standards increased to 13, while the standards that need to be improved were 10 standards reduced to 4 in December 2019.

There are no standards that are not available and not applicable December 2019; none of the standards were changed.

Domain 5	Respect and social inclusion					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	5	11	11	11	11	11
Not Available	3	1	1	1	0	1
Need of improvement	5	1	1	1	1	1
Not applicable	0	0	0	0	0	0

The fifth domain, is about Respect and Social inclusion, encompasses aspects such as services inclusive of respect and inclusion, the general image of ageing, active inter-generational interaction in households, general awareness, social integration, and economic integration. This domain includes 13 standards, in June 2017 the number of available standards were 5 standards, whereas in December 2019 the number of standards increased to 11 available standards, While in June 2017 the number of unavailable standards reached 3 standards and reduced to only one standard in December 2019.

Whereas in June 2017 the standards that needed to be improved were 5 standards and in December 2019 there was only 1 standard. There are no standards, which are inapplicable in this domain.

Domain 6	Civil participation and employment					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	17	20	20	20	20	21
Not Available	4	0	0	0	0	0
Need of improvement	6	7	7	7	7	6
Not applicable	4	4	4	4	4	4

The sixth domain, civil participation and employment, includes aspects such as the choice to volunteer, employment options, training, availability, civil participation, appreciation in contributions, and entrepreneurship and organization projects.

This Domain includes 12 standards, in June 2017 the number of available standards was 17 standards, whereas in December 2019 the number of available standards were 21, In addition, the number of unavailable standards in June 2017 was 4, and there were none in December 2019 in this area.

The standards that need to be improved in June 2017 were 6 standards, while in December 2019 they became 6. Improved. Moreover, there are 4 criteria that are not applicable in this domain, and in December 2019, none of the standards were changed.

Domain 7	Communication and information					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	6	12	13	13	13	13
Not Available	3	0	0	0	0	0
Need of improvement	5	2	1	1	1	1
Not applicable	2	2	2	2	2	2

In the seventh domain, communication and information, includes aspects such as presentation of information, oral communication, printed information, clear language, electronic communication, computers, and the internet.

This domain includes 16 standards; in June 2017, the number of available standards were 6 standards, while in December 2019 the number increased to 13 available standard. As for the standards that were not available in June 2017, the number of standards was 3, and in December 2019 there were no longer unavailable standards. In addition, in June 2017, there were 5 standards that needed to be improved, and in December 2019 the number of standards needed to be improved were only one. Moreover, 2 standards were not applicable in this area. In December 2019, none of the standards was changed.

Domain 8	Social support and health services					
Year	June 2017	December 2017	June 2018	December 2018	June 2019	December 2019
Available	11	12	12	12	12	12
Not Available	1	1	1	2	2	2
Need of improvement	2	1	1	2	2	2
Not applicable	0	0	0	0	0	0

The eighth domain, social support and health services, includes aspect such as facilitation of providing services, offered services, voluntary support, emergency planning and care.

This domain includes 14 standards. In June 2017, the number of available standards was 11, and in December 2019, there were only 12. As for the unavailable standards in June 2017, the number was only one. While in December 2019, there were not any unavailable standards. As for the standards that need to be improved, they were only 2 standards in both June 2017 and December 2019. There were not any inapplicable standards in this area. In December 2019, none of the criteria was changed.

## Standards for Age-Friendly Cities by specialized entities up to 31/12/2019

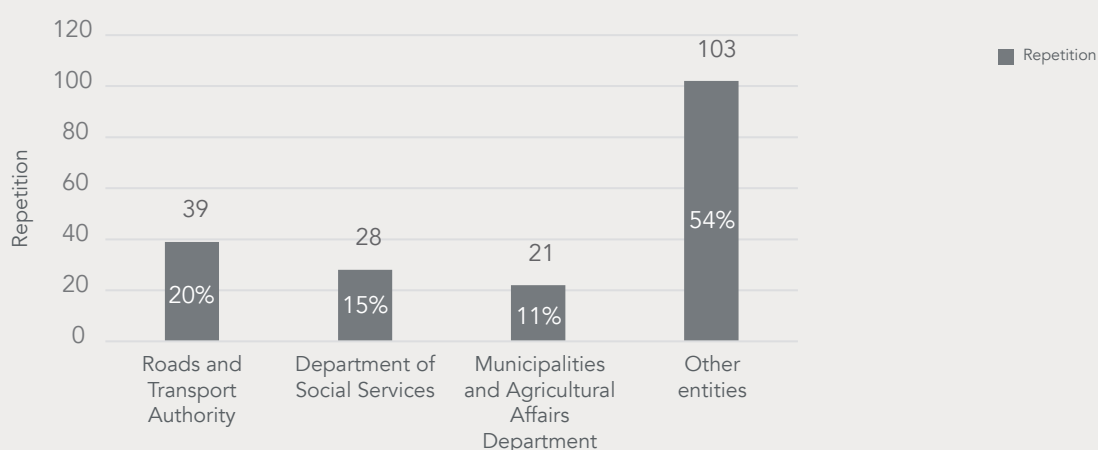
### 1. The largest percentages of the total standards

By analyzing, the data after the institution in question has determined each criterion we find the following:

The largest proportion of the total standards falls within the Scope of the RTA with 39 standards , which constitutes 20% of the total detailed criteria, followed by the Department of Social Services with 28 standards with 15%, followed by the Department of Municipal Affairs and Agriculture with 21 standards with 11% and 54% of the standards distributed among other relevant government institutions..

No.	Specialized entities	Repetition	Percentage
1	Roads and Transport Authority	39	20%
2	Department of social services	28	15%
3	Department of Municipal Affairs and Agriculture	21	11%
4	Other entities	103	54%

Detail of the domains by the specialized entities 31/12/2019



## 2.Detail of the domains by the specialized entities:

The following table shows the breakdown of the domains by the highest level of standards. Where the first domain includes: External areas and buildings include 33 standards distributed between 9 entities, showing that the most standard for the Department of Municipal Affairs and Agriculture was 39%. Followed by the roads and Transport Authority with a percentage of 21%. Whereas the second domain (Transport) included 37 standards that were distributed between 5 entities. In addition, it showed that the Roads and Transport authority achieved a percentage of 86%, followed by the Sharjah police headquarters, which was 8%. The third domain (Housing) included 28 standards that were divided 7 entities. Both the Housing Department and Municipalities and Agricultural Affairs Department had a percentage of 29%. As for the fourth domain (Social participation) included 17 standards that were distributed between 5 entities. It also showed that the fifth domain (Respect and social inclusion) included 13 standards and was distributed on 8 entities. In addition, the Consultative Council of Sharjah was 23%. Both the Department of social services and Sharjah institute of heritage had 15%. The sixth domain (civil participation and employment), included 31 standards that was divided between 7 entities. Whereas the Department of Human Resources was 42%, followed by the department of social services with 26%. As for the seventh domain, which is Communications and information. Included 16 standards that were divided between 7 entities. Furthermore, Sharjah Media Corporation was 25%, whereas both Government of Sharjah executive council and Sharjah Government media were 19%. As for the eighth domain (Social support and health services) contains 14 standards that are divided between 5 entities. It appeared that the most standards were by the Department of Social Services with 41%. Followed by, Sharjah Government Media with 24%. In addition, Sharjah health authority was 43%. Followed by the Department of social services with 36%.

Domain number	Domain	Specialized entities	Repetition	Percentage
1	Outdoor areas and buildings	Municipalities and Agricultural affairs Department	13	39%
		Roads and Transport Authority	7	21%
2	Transport	Roads and Transport Authority	32	86%
		Sharjah police headquarters	2	8%
3	Housing	Directorate of Housing	8	29%
		Municipalities and Agricultural affairs Department	8	29%
4	Community participation	Department of social services	7	41%
		Sharjah Media cooperation	4	24%
5	Respect and social inclusion	Consultative Council of Sharjah	3	23%

Domain number	Domain	Specialized entities	Repetition	Percentage
6	Civic Engagement and employment	Department of human resources	13	42%
		Department of social services	8	26%
7	Communications and information	Sharjah media corporation	4	25%
		Government of Sharjah executive council	3	19%
		Sharjah media corporation	3	19%
8	Community support and health services	Sharjah Health Authority	6	43%
		Department of social services	5	36%

## Conclusion:

---

After completing work on the updated standards of the age-friendly cities in the emirate of Sharjah in cooperation with the Executive Office of the Committee, following the membership of the Emirate of Sharjah in the global network of age-friendly cities and the participation of government in the emirate. The number of available standards reached 140 standards out of 189 standards. Whereas the standards that needs improvement are 40. While the unavailable standards were 2. As for the inapplicable standards remained as they were, which where 7 standards.

Based on the findings of the report, several recommendations have been made for action:

- To develop and improve the services provided by the specialized entities, which are included in the standards of age friendly city.
- Highlight the standards applied by the Emirate of Sharjah.
- Re-execute the evaluation after 6 months and issue two reports each year to see the latest updates and results of the improvement on the services provided by.
- The representative of the Department of Economic Development stated that they would like to take over standard 155, which is affiliated with the Sharjah Heritage Institute, because of the existence of commercial licenses for the elderly and annual exhibitions held in the Department and this standard can be applied to them.
- The representative of the Department of Planning and Space stated that standard 85 appeared to be more related to the Department of Public Works, in addition to standard 88, which is the competence of the technical section in the Municipalities and Agricultural affairs Department.
- The representative of the Districts and Villages Affairs Department stated that standard 93 was the specialty of the Housing Department, and added that standard 99 was the specialty of the Roads and Transport Authority.
- The representative of the Department of Human Resources stated that standard 144 is the specialty of the Roads and Transport Authority. In addition, added that standard 145 is the specialty of the Department of Public Works.

We hope that the attached report has done its job in proportion to this initiative and reflect the reality of the readiness of the Emirate of Sharjah and its institutions, and to support and promote the preservation of Sharjah's membership in the global network of age-friendly cities



## References

---

Age-friendly Cities Guide, World Health Organization: Regional Office for the Middle East, 2009. Standards Monitoring Report, Department of Statistics and Community Development dated 31 June 2019 (unpublished report).

Standards Monitoring Report, Department of Statistics and Community Development dated 31 December 2018 (unpublished report).

Standards Monitoring Report, Department of Statistics and Community Development dated 31 June 2018 (unpublished report).

Standards Monitoring Report, Department of Statistics and Community Development dated 31 December 2017 (unpublished report).

Report of the Preliminary Assessment of The Standards of Age-Sensitive Cities, Department of Statistics and Community Development dated 31/06/2017.