

GDYNIA REPORT– AGE-FRIENDLY ENVIRONMENT IN EUROPE PILOT

Name of Pilot Coordinator: **Laboratory of Social Innovation Gdynia**

Katarzyna Ziemann- Manager of Social Innovation Unit

Number of inhabitants: **247 672 inhabitants**

Pilot working group: Katarzyna Stec (V-ce Director of Gdynia Welfare Center), Jarosław Józefczyk (V-ce Director of Gdynia Welfare Center), Aleksandra Dylejko (Information and Communication Manager of Laboratory of Social Innovation), Katarzyna Ziemann (Manager of Social Innovation Unit)

Processes used for pilot study: the idea of taking part in the pilot for WHO was agreed with Mr Deputy Mayor of Gdynia Michał Guć responsible for Social Innovations and Social Issues. From the first pilot activities we have decided to build the working group of representatives from Laboratory of Social Innovation and Gdynia Welfare Center to have the complex view of diverse dimensions that create the age-friendly environment. During mapping exercise representatives of the working group initiated interviews with other sectors' stakeholders – Mrs Bożena Zglińska (director of Gdynia Senior Activity Center), Rafał Klajnert (V-ce Director of Gdynia Sport Center), Małgorzata Omachel-Kwidzińska (Press Department of Town Hall), Justyna Staszak-Winkler (the Board of Municipal Transport Company).

COMMENTS ON THE AFEE PUBLICATION - GDYNIA

1. The layout of the AFEE publications:

- Nice and friendly layout and graphics
- The document gives the impression of clarity, order and logical consequence
- Very friendly language, understandable for people speaking communicative English – plain writing, even if singular words are not known the context is clear
- It is a good solution to put main thesis and recommendations in the separated boxes
- The diversity of colours breaks the monotony of linear text; the same effect was achieved by using the graphical elements situated in the text lines, the presence of graphs is very positive

2. The Content:

General comments:

“Introduction and overview” – general information shows that eight documents describing eight domains work as bricks

- Each publication is formed in the way giving the possibility of reading each of them separately; also it can be studied as a whole – in that case reading gives wide and complex knowledge on subject. Proceeding with all domains can establish the complexity while creating the age-friendly environment.
- Considering that each part can be studied separately we like the idea of the general introduction at the beginning of each domain – it's valuable; it is not just a boring repetition but delivers an important knowledge that helps to establish the information and horizontal issues
- References – while analyzing the documents we agreed that this part of the publication is both positive and negative. Positive - as the proof of professional and detailed work, negative – as overwhelming for those who enter the subject for the first time. Therefore we suggest considering moving all this content to the separate document or to support

this part of the report with some form of guidelines (which information is “a must read”, which one can be omitted). We do understand that if one takes each domain separately and individually this part can be helpful as it is. Still the readers may feel overmanned with the range of so many references.

- In our opinion there is a big value in the table summarizing the previous content of the text – policy interventions that collects what has been written in the document previously but with the fragmentation into action area/objective/example (our remark is that objectives are not always formed due to the SMART rule). Support for carrier and families with dependent older people for „more services for carriers and families with dependent older people” or more tailored made services....”). In our opinion objectives given in the publications would be strategic goals for future projects. In Gdynia there taken certain actions and we are willing to provide you with that policy case study document. If there is a lack of such example we suggest creating the box with friendly/cute or funny cartoon saying “examples are welcome” with email address.
- In general the form of the publication content served in order: general idea, thesis or barriers, examples of strict initiatives works well. It has a strong didactical function of giving general knowledge served to start very specific ideas for local initiatives.

Comments on particular Domains:

Domain 1 Outdoor environments

We appreciate not only the accent put on physical mobility but also very strong underlining dementia as the key problem when considering seniors’ life.

In particular we value the solution given in the BOX 1 case study – a good example of specific needs that can be used by local authorities to examine how the city or local community in that context looks like.

While reading, there were a few moments of enlightenment (example: the possibility of extending the time of green light as a convenience for those who have troubles with fast road/ street crossing, the quantity of deaths among seniors as the result of non-sufficient heating system, the role of third sector and voluntary service in the Domain Communication & information), the thesis of promoting the healthy lifestyle with the remark to coordinate these kinds of activities in a sustainable way (we must be aware that intervention in favor of one group (e.g. seniors) very often is done by the cost of other (e.g. opening the wide low cost access to the city swimming pool for seniors can make a little fuss with the youngster preparing for triathlon). This awareness is fundamental to develop systemic ways of a dialogue between various groups of interests – we see this role for the local government structures.

Domain 2. Transport and mobility

We appreciate that the document puts the emphasis on the educational role of the city promoting the municipal transport as the friendly solution for seniors. On the other hand we appreciate the underlining the role of physical activity – walking as the determinant of healthy ageing – so that the pavements/sidewalks should be built or renovated as safe, wide and friendly spaces to senior users (this also concerns to Domain 1). To summarize up – the document explains well that not only buses are the determinant in the topic, there are good examples of other means of transport (Cyclopousse, Lyon☺)

Domain 3. Housing

We appreciate that in this domain the big emphasis is put on the issue of safety in apartments /flats/ houses. Our recommendation is that if the important matter is highlighted in the document it's worth to put strict examples in the part named „policy interventions and initiative” – we find it there is a big value in referring policy recommendations to strict examples, in particularly good practices on cross-sectoral initiatives (and if there are not any at this stage the box “Examples are welcome” can be the solution). E.g.: it's enlightening that the proper heating is the important element of healthy ageing. We appreciate the content and recommendations of fulfilling housing needs (e.g. co-housing, building social connections, universal planning, programmes for maintaining the conservatory / technical works, support for the change of the place of living).

Very important parts of this chapter are the recommendation to build the coalition with private sector and the idea of sharing the housing space intergenerational (the good example of the senior homes that provide rooms for students and their engagement in return).

We have found the editorial mistake: page 8, repeated phrase „provided appropriate housing choices...”

Domains 4. Social participation

Domains 5. Social inclusion and non – discrimination

Domains 6. Civic engagement and employment

Our first question regarding these domains is why are they separated? The content is quite similar and the importance of these two topics is also almost on the same level. Maybe the reason is that social participation is explained as the seniors' group input to the rest of the community's life and active engagement from the same direction while social inclusion is rather seen as creating conditions by the community as a whole for wide and friendly access for senior citizens (in some sense the outreach perspective)?

In the subject touching the issue of challenges for local activities – the text mentions the excluded groups of seniors who are in some kind of social deprivation or at a risk of exclusion. We also would like to put the extra emphasis on the group of seniors who are silent – we hardly know about their situation because very often they are not able to give any kind of signal, they do not want to contact others, and at the same time their living situation is critically poor and dangerous. The question how to get in touch with them, how to measure the scale of this silent exclusion phenomenon very often is a question of life and death. (D. 5, page 10)

In our opinion lifelong learning itself is the very wide topic and maybe can be examine as separate part, as an instrument that initiates mental activity and further social participation.

We like the idea of definitions given on the margins but we think it's worth to rethink some of them – we have discussed the definition of „civic engagement” which defines it only as working to make a difference in a civic life... (D. 6, page 5) – it's the challenge to combine diverse definitions in a way giving the whole idea.

We would like to point out that Domains 4/5 have been prepared very professionally, with detailed information and recommendations. We appreciate that it's strongly underlined the local authorities role as key actors but on the other hand it can be fruitful to show the clear distribution across sectors – our proposal is to give more space for systemizing roles for different levels of government as it's crucial to have that knowledge - we have to know the domains of regional and national government.

Another reflection is that documents are very neutral in terms of religious believes. Maybe social inclusion should also take under consideration these issues (as we have three dimensions of social

inclusion: spiritual, mental, physical). It may be worth showing these elements exist and can play the important role for seniors - The very good opinion for the knowledge - Box 1, p 7 – superlative, very strict, and maybe in this point the part of religious dimension.

Please note that it's worth to underline the prevention policy that local authority should invest in. The example issue is that the model of the family has changed – regarding the fact that “atom families” exists on regular basis, the education attitudes towards old people disappears – the education impact should be moved to creating the positive attitudes and social involvement from kindergarden– ideas for preschool activities and formation attitudes (learning by doing).

The task of the environment that either supports or undermines the social inclusion is very well pointed. Also the intergenerational exchange – information society of youngsters as a bridge to new technology.

For recommendation also – the social dialogue (cross generation, cross groups) needs negotiating abilities and conflict management which is important to emphasize in the publication. It's also important to underline the meaning of social campaigns regarding social inclusion – very often there are no abilities in the cities to develop the topic in both familiar and innovative way. It's important to create social campaigns on vulnerable people to show the context in creative and friendly way, so it really reaches its goal.

While regarding D.6. Civic Engagement & Employment we did notice the diverse shades of the subject – seniors that have to work to keep their status and have the sources for fair living and seniors that are eager to work to keep their mental and physical condition and feel the important part of the society. It's worth to point out the important role of neighbour councils in the civil engagement (it's an important element and maybe should be wider presented in the document). The important role of voluntary service it underlined in a very good and professional way. Our recommendation is to put the impact on showing the risk of facade participation mechanism especially on early stage of development.

Our comments on the definition “civic engagement” - motives for civic engagement are not only to make a difference in the civic life, sometimes motivations refer to other elements: belonging, safety, identification and event business (social barter).

We see the educational and developing value of the document – while reading it we initiated mapping process, we appreciate the complexity on the high level and the balance “not too long not too stupid”

Domain 7. Communication & Information

We appreciate that the role of NGOs and voluntary is strongly underlined and the issue is treated in a complex way as the platform of exchanging the information. What is also important and well shown in the document is that main participants of different activities are generally seniors in a good health conditions and active. It's crucial to remember how to reach the risk group – how to develop the channels of information and communication so seniors feel their important role in the society. We like the statement that “good communication is the efficient way of care system”, also underlining of the important role of new technologies and diverse level of using tools and devices. It's good the document reminds that communication and information regarding health influence healthy and good ageing.

We also have the recommendation that in tables of policy intervention where there are no strict examples box „examples are very welcome” would be helpful (we can provide a few: web site for

seniors senioplus.gdynia.pl, weekly free magazine “Ratusz” and others). We would appreciate the possibility of reading about strict examples, like apps for seniors - it can help to establish complex activities in particular city.

Important thesis after reading this part – reliance on evidence based – policy intervention and initiative examples: if there are not strict examples the value isn't as strong as it could be. Another remark – the 3rd column often is more about directions for policy and not possible examples of policy interventions.

Domain 8. Community & Health Services

We appreciate the complexity of the material, it's main themes:

- * better coordination of social services and health services
- * stuff' support
- * rotation of staff
- * security of the support for informal carries including new technology.

Our impression is the part of assisting/supporting carries could be more detailed.

Gdynia is able to put the value into this part regarding public procurement with a social casuals, calls for proposals for NGO'S – contracting the services, the Standard of the Quality of Social Services – in further document policy case study.

Summary

Complexity of these eight publications with the tool kit is plainly considering that active ageing and policy strategies towards healthy ageing are long-time processes, with necessary ability to build programmes – the tool kit can put the big impact as the manual for creating the policy recommendations, evaluating and monitoring the present status but we recommend that the information about it is more strongly underlined in the domain publications – so readers of each booklets can have the knowledge about the tool kit as general agenda for local policy makers and age – friendly coordinators.

CHECKLIST Creating age-friendly environments document

IDENTIFICATION OF ENTRY POINTS AND NEXT STEPS

Engage and understand

- Has a local steering or working group been set up?
- Has a participatory age-friendly assessments been conducted?
- Has a Healthy Ageing profile been compiled?
- Has information from assessments been published and disseminated to the general public?
- Is there political support for healthy ageing/ age-friendly environments on the highest level?

Plan strategically

- Have different sectors committed to a common vision?
- Have policy frameworks from different sectors been reviewed and common priorities been identified?
- Is there a comprehensive strategy for healthy ageing that defines overall goals?

- Has the strategy been approved?
- Have responsibilities for the different priority areas been defined?

Act and implement

- Is there an operational/action plan describing concrete actions and interventions under each objective?
- Has the plan been widely consulted?
- Have sufficient resources been identified to enable implementation of actions?
- Has the majority of planned actions been implemented?
- Has a successful intervention been identified that could be delivered on a bigger scale?

Evaluate and monitor progress

- Are local experts on evaluation involved and available for advice on evaluation of projects and monitoring of progress?
- Has the process, including encountered obstacles and lessons learned been documented continuously and are they accessible for the team involved?
- Have existing activities within any of the eight domains of age-friendliness been evaluated?
- Have outcomes and impacts of a previous plan been evaluated?
- Has any project/action been adjusted and implementation improved on the basis of evaluation or monitoring?
- Have successful experiences been shared in national and international networks?

LEVEL OF ENGAGEMENT WITH CORE PRINCIPLES

Participation of older people

Have older people been:

- involved in assessing the age-friendliness of their local environment?
- given a chance to propose activities and comment on the plan?
- given possibilities to actively participate the development of priorities of the plan and its implementation?
- empowered to participate in the evaluation?
- given account of the achievements and evaluation of the initiative?

Collaboration across sectors and stakeholders

Have the relevant sectors and stakeholders:

- contributed to mapping existing policy frameworks and activities?
- participated in the development of a strategic plan and its priorities?
- integrated activities on healthy ageing in their workplans and budgets?
- expressed commitment to assess the impacts of their work on the lives of older people?
- mainstreamed concerns of healthy ageing into revisions of own sector's guidelines and frameworks?

Focus on equity

- Can basic statistical indicators be disaggregated for the analysis of differences between groups and areas?
- Have potentially disadvantaged groups or older people at risk of exclusion been empowered to express their needs and experiences?
- Are disadvantaged areas prioritized in the allocation of resources and planning of activities?
- Has it been analysed which segments of the population have benefited from specific interventions?
- Is there any evidence that some interventions contributed to close equity gaps?

Life-course approach

- Have different age bands of people participated in the age-friendly assessment?
- Are age-friendly environments understood as environments supportive and inclusive to all people?
- Is prevention and strengthening of capacity actively supported in services for older people?
- Is social support given in critical transitions of life (e.g. transition into retirement, onset of chronic disease or the loss of a partner)?
- Are capacities of older people strengthened and used to support younger generations?

Integrated approaches and multilevel governance

- Have policy frameworks and laws on regional, national and international level been mapped?
- Were different levels of local governance involved in the operational planning and was the most appropriate scopes of implementation identified for each action?
- Have other tiers of government been informed of the outcomes of the assessment and involved in strategy development?
- Have regional and national resources contributed to the implementation of the plan?
- Have experiences and evaluations been shared on regional and national level?

Policy case study – Gdynia

Question no. 1

Were there any questions in the checklist that you found difficult to answer because the language used was unclear?

No. Everything was understandable and clear in terms of language use. We underlined the friendly, clear language and communicative English in our comments of 8 domains publications.

Question no. 2

Were there any questions in the checklist that you found particularly hard to answer for other reasons, and why?

The construction of questions that refer only to the strategic planning document made limits of possible range of information we could give. E.g. we don't have strategy for aging but we have some other operational documents on the mid-level: senior action plan 2015-2020 (plan for excellence the support system for the senior citizens). These plans operate on three dimensions: social care, participation and activation. Also we could mention about document "Gdynia's standard of social care services" and Mayor's regulations/ act on "Gdynia's standard of accessibility".

We think that there can be also a need for some kind of local research which would bring the information about other, not directly linked to the topic, documents which have big impact on the aging policy (e.g. local programme on homelessness, psychic health and condition).

Question no. 3

After having filled in the checklist, how would you describe the current status of your Age-friendly community initiative? (Following the model for policy processes to create age-friendly environments, in which of the four phases would you locate your community?)

Principles for action:

Values and notions like participation in the decision making process and planning services, intersectoral cooperation, focus on assets, multilevel governance, are very present at the activities taken by the main community units, institutions and local organizations. And it has become a priority underlined by local authority. That means every new initiative and call for proposal has to respect these values even on the contracting level.

Faze 1. Plan strategically

Gdynia's current status: we are at the beginning of strategical planning. We have done some initiatives that aims at partnership building. We have conducted some S.W.O.T. analysis for the operational documents (senior action plan 2015-2020).

Faze 2. Act & Implement

Every Municipal Social Welfare Centre (amongst it those responsible for senior support and services) unit is making annual action plan and also few other municipal departments have also this standard.

City space stroll diagnosis, citizenship panel, participatory budget, sentimental maps concerning revitalization process of Gdynia's districts – these are all initiatives which involved senior citizens and were done as an intergenerational bridge.

Vast majority of above mentioned action plans are implemented and have designed proper financial, organizational and technical support and also have individually designed access to the specialist knowledge and know-how guaranteed by the City.

Faze 3. Evaluate

We don't have yet significant experience on scaling up good practices made in the pilot way unfortunately. And also evaluation processes are not fully developed. There is a proper monitoring system and gathering needed information mechanisms, but we haven't established complex system yet.

We are opened for cooperation on the national and international level, which means: there is close cooperation with NGO from Warsaw (Foundation for Social Innovation and Research "Shipyard" – especially in the field of innovative methods and tools development towards age friendly ageing). We have prepared and conducted some study visits from other Polish cities representatives, but also from national institutions (e.g. Human Rights Spokesman, Parliamentary Commission for Senior Citizens Policy). Vice Mayor of Gdynia and Seniors Activity Centre Director are members of

Commission for Senior Citizens Policy acting in the frame of Ministry for Family, Work and Social Policy.

On the international level Gdynia is a member of Union of the Baltic Cities and led the Inclusive and Healthy Cities Commission, but also Global Network of WHO Age Friendly Cities and Communities and The European Covenant on Demographic Change.

There is also present cooperation with Universities and academic societies and NGO's (Gdansk University, University of Social Sciences and Humanities in Sopot, Gdansk Technical University, University of Sheffield – MOPACT project, Ashoka and King Baudouin Foundation – social innovation in ageing 2013 edition, REVES European Network of Cities & Regions for the Social Economy – Local Quality Criteria of Social Services of General Interest, La Fonda association – exchange of good practices: Gdynia's dialog on social care services).

Social responsible business SCR is also engaged in Gdynia's initiatives for seniors.

Faze 4. Enagage and Understand

In a planning and diagnosis process the informal team emerged (the stable group of professionals representing the key stake holders). The work of this team is very often supported by Gdynia Council for Senior Citizens (the advisory body with the representations of seniors, NGOs and local authorities).

The need of improvement is still presented on making baseline profile and dissemination processes of key diagnosis outcomes and findings. There is strong long term political commitment in shaping senior welfare policy using participatory approach.

Question no.4

Which partners and stakeholders are involved in the Age-friendly initiative and what are their roles?

Core-group partners – pilot projects, innovations, researches, implementation, defining standards:

- Laboratory of Social Innovations covers tasks of access to the knowledge, searching for new paths of development in social affairs, moderators of group processes on the way of excellence
- Gdynia's Centre for Social Services – covers tasks of conducting, monitoring and evaluation of various social services for senior citizens (starting from financial support through psychological support advisory ending with temporary and permanent care). The institution is also responsible for shaping direct access to the senior groups in dialog and research processes.
- Seniors' Activity Centre – covers diverse activities toward senior citizens: Third Age University, cultural and sport activities, coordination of senior clubs network.
- Mayor Deputy for Social Innovations – member of a core group with the power of making decisions, responsible for strategical approach and transfer pilot conclusions to the municipal mechanisms and policies.
- Foundation for Social Innovation and Research "Shipyard" – researches and facilitator of new ideas implementation but also a found riser. Outside position for monitoring and evaluation processes.

Advisory Bodies:

- Gdynia Council for Senior Citizens – the advisory body
- Gdynia Centre for NGOs

Other institutions and organizations present at seniors' matters field:

- Municipal Health Department
- Gdynia's Sport Centre

- NGO's contracted for conducting community (especially senior) tasks e.g. care services, cultural events, seniors' clubs etc.
- local Police department (especially education on safety issues amongst senior citizens)
- Municipal Department of Roads and Greenery (accessibility and friendliness of public space)
- Municipal Department of Public Transport (accessibility and friendliness of public transport)

Question no.5

Please provide a timeline of your journey towards more age-friendly communities indicating what you consider main milestones achieved?

Timeline of Gdynia journey towards age-friendly community:

1. April 2003 – one of the first research on senior citizens' needs (879 people engaged as questionaired). Report served as the basis for the first proposal for the local senior action plan.
2. 2004 - The launch of Gdynia Seniors' Council as the advisory body for the development towards age-friendly policy.
3. 2004 -First education offer for senior citizens – the Gdynia Third –Age University provided by local ngo YMCA based on the mayor's act.
4. 2005 - The launch of Seniors' Activity Center as the municipal budgetary unit
5. From 2006 – launching of the first local seniors clubs supported and provided by municipality and local NGOs (now the quantity of the clubs in the net is 28 within 22 districts of Gdynia).
6. 2006 – municipality starts to contract various activities for seniors with ngos. It was based on the call for projects' proposals.
7. 2007 – rebuilding the Municipal Social Welfare Center structure. The pillar of senior citizens were divided in the new structure (as one of three main domains of MSWC activity).
8. 2010-2011 The Gdynia dialogue on care services quality.
9. 2012-2013 The first edition of civil panel with senior citizens (500 people engaged as questionaired)
10. From 2012 – the project of research walks with senior citizens regarding their assessment of public space accessibility
11. 2014 – the launching of focus groups with seniors and informal caregivers.
12. 2014 – the launch of Gdynia Seniors' Action Plan 2015-2020.

Question no.6

Which have been the main obstacles and barriers in the process towards creating age-friendly environments in your community? How did you manage to overcome them?

First of all it's crucial to emphasize that creating age-friendly environment is the long time process that requires the engagement of diverse structures and institutions from the local authority level to organizations and individuals acting in particular local communities. This process also requires on-going monitoring system and implementing new solutions or adapting existing.

We can observe that it is much more easier to reach seniors in good shape, active and open to engage into participatory processes while reaching senior citizens excluded because of their health, welfare condition is a big challenge. That is because we should respect not only their particular needs but also be aware of the promises made in the process. Taking into consideration our experience in realizing various consultations' tools we see that to build engagement we have to come back to

senior citizens with conclusions and information about the stages of particular process as well as the results of their commitment (e.g. in civil panel with senior citizens 2013 the very important element for seniors' safety and inclusive environment of public spaces were benches, trash baskets, public toilets – their location and sufficient quantity; after implementation the results by specific municipal units we have come back to engaged seniors and also the general population with the dedicated information about the process – how many more benches and trash baskets have been set up in the city).

Question no.7

If you have a municipal ageing policy (strategy or action plan), how well do you think it responds to:

a) evidence of the local situation of older people?

b) needs expressed by older people themselves?

c) the level of available resources?

d) Health 2020 and the European and Global action plan on healthy and active ageing?

e) Equity goals, poverty reduction and development of social policies?

- a) The Senior Action Plan 2015-2020 has been built basing on available evidence of the local situation of older people. The team dedicated for building the diagnosis researched existed reports, analysis, statistical data, etc. but it was common impression that there was a lack of up to date and suit full information on the very local level. That is why one of the goal for action plan is to build the effective information flowing system.
- b) Needs expressed by older people themselves came out from the civic panel investigation, focus groups, the dialogue on care services quality criteria and seniors engaged into the working team on the Senior Action Plan 2015-2020. Summarizing the voice participation of older people is even stronger than evidence materials.
- c) The Senior Action Plan 2015-2020 is covered on the basic needs level with organizational and financial sources of municipal units and NGOs.
- d) The Senior Action Plan 2015-2020 is covered on the basis and core principles like participation of older people, inspectoral collaboration, focus of equity, life-course approach and multilevel governance. The document doesn't invoke the strategic documents on European level directly but it responds to its core principles.
- e) The document refers mainly to the strategic municipal policy development for elderly people. It was built as the start point and the fundament for further planning and actions. For that reason we can't find in this document direct response to poverty reduction or equity goals. But these issues are present in other mechanisms established by local acts of law, e.g. the local act on care services payment system

Question no.8

Is there a system in place for monitoring and evaluating the age-friendly initiative?

As mentioned in the answer for Q. 3, faze 3 - evaluation processes are not fully developed. There is a proper monitoring system and gathering needed information mechanisms, but we haven't established complex system yet.

Mapping Exercise

The team of pilot working group interviewed representatives from diverse Gdynia institutions and units that play the important role as stakeholders concerning senior policy and activities that create age-friendly environment (details of people and institutions represented at the beginning of the report). After that working group organized the meeting for collecting all comments and good practices to prepare the mapping.

Outdoor environment, transport and mobility, communication and information – general conclusions and recommendations are very similar to Gdynia’s experience from various activities that create age-friendly environment of public spaces and outdoor environment

Social participation, social inclusion and civic engagement – positive impact of social networks and social support also informal structures and socializing and communicating, volunteers – both seniors to seniors and young people to seniors (building intergenerational bridges).

Results of Civil panel with senior citizens in terms of safety and adjustment of public spaces together with results of research walks show the big value of direct consultations with senior citizens. Above tools also provide bigger participation and active attitude towards municipal initiatives. Also the engagement of seniors grows when they feel that their voice is important and audible. It is crucial to come back with the results to present progress - **refers to domain 1,2,5,6,7**

Urban design, transportation system – as a good practice we can mention about the workshops for seniors regarding designing bus stops. The workshops were conducted by experts of design and architecture but seniors as participants were in the position of experts that use the space – bus stop on every day basis and their needs are crucial to design them in the way that is friendly, convenient and safe (appropriate information about bus schedule, the size of the letters, placement, etc.; the size of the benches) – **refers to domain 1, 2**

Municipal transport system – completely adjustable to the needs of seniors and people with diverse limitations, the web of communication system among districts is well organized but still the efforts are made to develop it further. All buses and trolleybuses have adjustable low floors; There are special spaces in the vehicles for passengers having problems with motion – marked with special signs; the system of voice information about the time table at the bus stops is present; the dynamic information system showing the timetable present at bus stops; people over 70s use public communication for free. All the drivers and tickets’ controllers have had special trainings on how to communicate with elderly people. While conducting surveys, preferences of seniors are also taken under consideration. – **refers to domain 2**

Above examples show that older people themselves are an excellent source for monitoring and evaluating the quality of their own urban environment (as underlined in the booklet).

Gdynia experience regarding participation tools and consultations such as workshops “Design for All”, research walks with seniors and people with disabilities and local standards of universal design (as act of local law) have a substantial value for creating the environment that is inclusive for all - **refers to domain 1, 2, 3, 4, 5**

It is visible in the brochure that dementia as the growing problem and policies that promote friendliness for seniors suffered this particular disease are important issues and we can put more attention to that problem - not only regarding social services but also regarding friendly public space and solutions that can help with their functioning as important partners for the local society - **refers to domain 1, 2**

Gdynia Sport Center is the municipal body responsible for diverse sport and leisure activities available for all citizens. Their offer towards seniors is various beginning with Nordic walking, yoga classes, pilates, fitness, tai chi (all have no fee for participants) to be the main producer of open space gyms – in almost each of 22 districts of Gdynia and very popular among seniors (another positive result is that they implicate intergenerational connections) - **refers to domain 1, 4, 8**

Security of public spaces is a very important aspect of safety and friendliness- seniors are more self-confident and ready to be active outdoor when they feel safe in the public space – the big impact has been put on this value during research walks – senior participants were encouraged to point places that were dangerous but also good examples (especially during the new initiatives called sentimental walks that pointed places with strong emotional value for inhabitants) - **refers to domain 1, 2**

Participatory budget that has been developed in Gdynia since 2014 is also the effective tool for building belonging and sense of self among senior citizens. There are important seniors' initiatives supporting local improvement of public environment and the quality of local environment gains from these projects – this implicates growing activity of seniors living in the area - **refers to domain 1, 4, 6**

In Gdynia, the Third Year University on its web site provides “the box” with recorded lectures – they are available for everyone who is unable to participate personally. Gdynia Seniors' Center and few of seniors clubs share dedicated web sites; the main one in www.seniorplus.gdynia.pl with the range of diverse topics (from calendar of activities, lectures, performances, etc. to presentations of seniors' interests and hobbies like cooking, photography, traveling). Being up to date also the facebook profile is active with information about initiatives that can be interesting to seniors and that can facilitate their engagement and involvement into participation processes - <https://www.facebook.com/seniorplus> - **refers to domain 4, 5, 7, 8**

Volunteering – there are initiatives engaging seniors toward voluntary service so they can be active amongst seniors themselves and amongst intergenerational relations. The other part of voluntary are actions taken by others towards seniors' as individuals and as groups - **refers to domain 4, 5, 6**

The examples of opportunities for social participation and social inclusion (**domain 4, 5**) that are accessible for older people in Gdynia:

- Activities offered at seniors' clubs such as talks, crafts classes, music and dance classes
- Dedicated cultural activities (organized by Gdynia Seniors' Center and/or local NGOs) – as an example Annual Seniors' Ball organized to celebrate Gdynia's birthday (10th February 1926 Gdynia gained town rights) for about 4000 participants.
- Sport activities and events (organized by Gdynia Seniors' Center and Gdynia Sport Center such as weekly organized diverse sport classes – fitness, yoga, Zumba, Nordic-walking, tai-chi, pilates, indoor cycling, jogging, special events like the Day of Active Senior within lifelong learning activities and Comenius Programmes, Seniors' Women Movement event with special offer of sport and advisory for elderly women.
- Educational activities and lifelong learning (provided by Gdynia Third Year University with its offer of about 50 lectures – 2100 seniors take part as students; and other smaller educational offer provided by local NGOs)
- Information and awareness rising events (local events/ picnics)
- Information tools like free weekly newspaper called “Ratusz” with dedicated page for senior citizens (circulation 28 000 copies, available in 162 places in the city), with the actual information about cultural, educational and social events, projects; also with actual information about functioning of the municipality and local communities (particular districts)

- Special events with intergenerational impact open for everybody (concerts, exhibitions, happenings, etc.)
- Dedicated offer of cultural participation by providing special price tickets by cinemas, theatres
- Day and field trips for older people (organized by Gdynia Seniors' Center, seniors' clubs and NGOs)

Other examples of civic engagement (**domain 6**):

- Gdynia Dialogue on Quality of Social Services
- Civic panel with senior citizens
- Focus groups dedicated to consult activation offer and social services
- Participatory budget as a tool for creating new solutions for seniors in Gdynia

Housing (**domain 3**) – though Gdynia is quite young city (90 years old) there are many old buildings that have to be adjusted to seniors needs. There is a national dedicated fund to eliminate barriers and obstacles both for public buildings and private flats – it has limitations (of course) and it allows to cover the most crucial needs. In response the municipality feels responsible for providing additional resources and creating its' own social policy. For example: the priority is given to people with serious mobility limitations who use social care services provided by the municipality (it refers to flats' and apartments' adjustments). There are also good practices of co-financing bigger initiatives for several older people living in the same building (block of flats) such as an adjustment of elevators, stairs, platforms, etc. There is also a special offer of supported flats dedicated to seniors with serious mobility and health limitations – all of them are designed especially to fulfil seniors needs and limitations. Gdynia also has an experience in realizing consultations and designing of flats' spaces according to individual references and needs – it can happen thanks to cooperation between the municipality and Gdansk Technical University. It allows to adjust and renovate flats belonging to municipality but also private ones.

Social services (**domain 8**) – Gdynia experience similar challenges as underlined in the booklet:

- Division between health and social care
- Difficulties to recruit care staff
- The services that allow older people to stay at their homes as long as possible

There are initiatives taken to provide with continuum of support for seniors whose health situation changes. Gdynia's innovation is to include telecare services into care services provided by municipality as a system solution.

Telecare is provided to all older people in the town of Gdynia who are entitled to municipal care services, as well as to other senior citizens in the town. It is based on the use of a telephone or bracelet with extended features. There are three buttons in different colours – red, green and blue – each of which enables the user to call for different services. The red button is used to call the Alarm Centre which operates 24 hours a day, seven days a week. Upon receipt of a call from this button, contact is immediately made with the older person or his/her minder, family, neighbours or other people who can verify what kind of help is needed. If this is not possible the Alarm Centre calls an ambulance.

What makes the system in Gdynia special is the range of assistance services and care services. The green button connects to assistance services that include conversation, provision of information or consultation with an expert, for instance a psychologist. The blue button connects to extra care services including, for example, rehabilitation specialists or services related to cleaning and small repairs. The system is serviced by a private enterprise. It is provided free of charge to those users entitled to the municipal care services and at a favorable price for other Gdynia residents, thanks to

co-financing by the city authorities. It costs about €7.00 per month per user. Some services are charged an additional fee, such as rehabilitation services. Currently about 100 older people in Gdynia are provided with the Telecare service as part of the municipal care services and a number of other senior citizens use it. The Telecare system was introduced as a result of wide social consultations called 'Gdynia's dialogue on quality of care services' performed in 2010-2011. About 1,000 stakeholders, including older people, took part in the consultations. The Telecare project was the direct answer to the security needs that were expressed.

To sum up Gdynia feels to be an open - minded city with the civic potential of implementing innovative solutions concerning seniors welfare and well-being. Gdynia actively develops its mission to build the society and the environment open for diversity, promote the activity in social life for all groups of citizens with respect of different needs and priorities. Gdynia has the great interest for running and promoting innovative projects for the benefit of Gdynia citizens aiming at increasing their level and quality of life. Particular consideration is given to seniors and people with different limitations. We run diverse initiatives to create social services, activating offer and promote the city image and architecture both more attractive and more accessible for people with barriers. Our mission is to connect and promote social innovation solutions based on the inhabitants' needs and the best practices from other cities and communities.