



ACTIVE A.G.E.
Managing Change A.G.E.
Impact of demographic Ageing for cities.

CASE STUDY REPORT **AGE AND INCLUSION**



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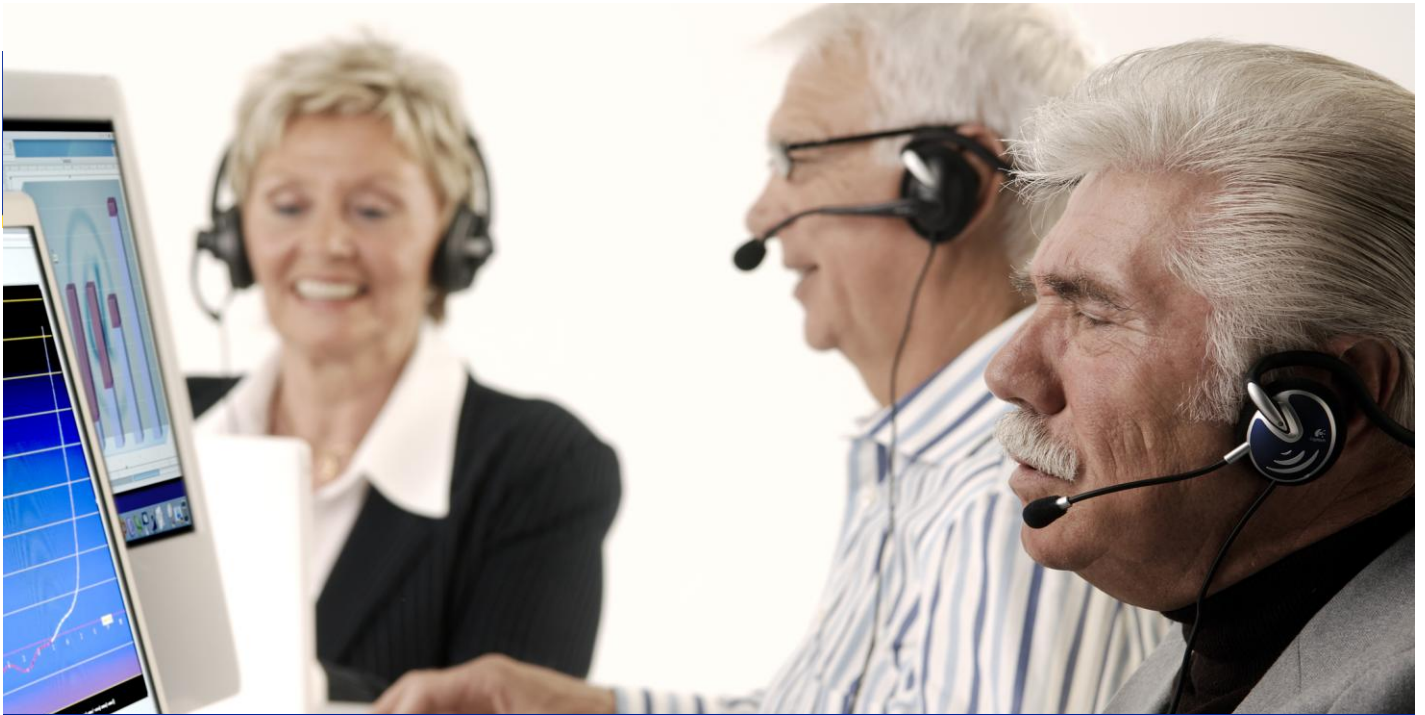


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CASE STUDIES REPORT AGE AND INCLUSION

III° TRANSNATIONAL EXCHANGE WORKSHOP
STAROGARD GDANSKI 13-15 OCTOBER 2010

ACTIVEAGE: EXCHANGING EXPERIENCES IN STAROGARD GDANSKI AT THE 3ST TRANSNATIONAL MEETING.

The third transnational workshop exchange meeting of the Active AGE project related to the issue of Age and Inclusion took place from October 13 until 15 in the city of Starogard Gdanski (Poland). During the workshop partners shared knowledge and experiences concern local policies and practices about ageing and social exclusion. A significant number of case studies were submitted by the cities to the Lead partner. They mainly concern five subthemes:

- Elder Abuse
- Gender and Poverty
- Intergenerational connections/solidarity
- Social Isolation
- Digital Exclusion

The main objectives as well as the activities and the lessons learned of these experiences, presented in

Starogard by the Active Age partners, are going to be shown in the following pages.



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3 Elder Abuse Subtheme

Wolverhampton (UK) Elder Abuse in Wolverhampton West Midlands UK

Wolverhampton City Council offers to your citizen a services to prevent elder abuse responding promptly when abuse is suspected. The main aim of the service is to protect vulnerable people from harm and abuse through the contact with Adult Social Care Services on a telephone dedicated line (01902 551199). After the call a social worker carries out an investigation to decide whether there is a risk to the vulnerable person or others. If it is decided that the person could be at risk they arrange a special meeting called a case conference within two weeks of the first contact. A case conference is a formal meeting chaired by an independent person to decide if the person is at risk and whether a protection plan is needed. The chair of the meeting will meet the vulnerable person before it starts and will tell them what usually happens in the meeting. The case conference will listen to what the vulnerable person wants. It will share information about the situation and decide what the risks are. It will also decide who will talk to the person who is said to be harming the vulnerable person. Social workers undertake an assessment of the person abused to be able to protect himself/herself from physical attacks (Mental Capacity Act 2005) and determined that he/she lacked the capacity to understand the nature of the assaults, was unable to protect himself/herself and was unable to retain the information which could have helped protect him/her.



The case of Mr and Mrs J

Mr and Mrs J were of German origin and lived on their own in their own home in the city. Both were 80 years of age, Mr J had Alzheimer's Disease and needed 24 hour care from his wife. Their only daughter had her own flat nearby but visited her parents daily. The daughter was not employed and had an addiction to alcohol. She frequently stayed overnight in their home when drunk.

When M, the daughter was drunk she became aggressive and was physically threatening to her parents. This situation continued as a regular pattern until she hit her father, he was taken to hospital and treated overnight. The hospital team alerted social services and a safeguarding vulnerable adults referral was raised. The situation was closely monitored and assistance was offered to the daughter to seek help with her alcohol misuse, she accepted at first but very soon did not attend the clinic and within a month Mr J was again attacked by his daughter.

Social workers undertook an assessment of Mr J's capacity to be able to protect himself from his daughters physical attacks (Mental Capacity Act 2005) and determined that he lacked the capacity to understand the nature of the assaults, was unable to protect himself and was unable to retain the information which could have helped protect him. It was also determined that a best interests decision (MCA 2005) was again made and application made to the Court of Protection which deemed that Mr J should remain in residential care for his safety which could not be guaranteed if he returned home, there was stipulation that his language and cultural needs must be met.

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Gender and Poverty Subtheme

Starogard Gdanski (Poland)

The Daily Stay House

The Daily Stay House was opened on 26th May 1992. The institution provides care services for the elderly and the mentally ill, requiring support due to loneliness, decreased psycho-motor efficiency, bad accommodation conditions, family conflicts and psychical disorders. In 2007, 30 people took advantage of the service offer of this institution. Because of age and health condition of the people using the institution, its main goal is providing care for the participants and organizing their free time. The service offer provided by the Daily Stay House covers the following services: care, providing meals, physiotherapy, healthcare, hygienic treatment, occupational therapy, occasional meetings, reading newspapers, table games, etc.

Intergenerational connections/solidarity Subtheme

Edinburgh (UK)

Intergenerational Activity in Edinburgh: The Scottish Centre for Intergenerational Practice (SCIP)

The city of Edinburgh described the mission and activities of SCIP, the Scottish Centre for Intergenerational Practice. The SCIP was established in 2007 as a recommendation from the Scottish Government's strategy "All Our Futures: Planning for a Scotland with an Ageing Population". The Centre promotes best practice and offers support to individuals, organisations and businesses who want to get involved in intergenerational work. The Centre also works with partners across Scotland, with the National Forum on Ageing. And draws on the expertise of the UK Centre for Intergenerational Practice to develop measures of the success of intergenerational work.

The Scottish Govt intends to support work such as further mentoring schemes for young adults and older people to facilitate sharing experiences, learning & skills. One of the Centre's first priorities has been to develop local intergenerational networks throughout Scotland.

Intergenerational work counteracts a tendency in society to segregate age groups, bringing positive dialogue and better quality of life for individuals & communities. Some intergenerational activity has been successfully initiated with support & co operation between departments of the Council. Existing projects provide a base for mainstreaming intergenerational practice across the city with links between the generations occurring directly through some primary & secondary schools and organisations. Developing this action is recommended, within existing resources.

The experience was born from the contribution of the Schools Volunteer Project and Community Services Volunteers concern of a work in schools for some time, which is seen as an important activity to mutual understanding and goodwill between the generations. Intergenerational activity can combine experience and maturity with new ideas and challenges and defuse misunderstandings and tensions and improve quality of life across the generations. Contact between the generations is sometimes limited by the segregation of age groups into separate occupations or activities and even neighbourhoods. After retirement some people can be isolated from education and employment activity, which takes up most of the time of younger groups. Efforts to reduce this separation and encourage interchange and practical working together have been very well received by older and younger age groups in Edinburgh.

During August and September 2009 the SCIP submitted to head teachers and centre managers a short questionnaire containing a definition of intergenerational activity. The survey wanted to establish:

- The national activity exists in schools or centres;
- the profile and benefits of intergenerational activity;
- potential barriers, and whether or not the school or centre would like to join the Scottish Centre for Intergenerational Practice (SCIP).

Supplementary information was sought from the Community Service Volunteers, Edinburgh Schools

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Volunteer Project (ESVP), the Citadel Youth Centre, Wester Hailes Education Centre, The Lord Provost and the North Edinburgh Intergenerational Project.

The SCIP promotes many activities to develop intergenerational culture in the city of Edinburgh:

- a gardening club;
- grans and granddads day;
- tea dances and concerts;
- breakfast club;
- Harvest, Christmas and Easter celebrations;
- exploring history, the local area & science;
- organising a peace pole with the local church;
- school clubs involving parents and volunteers;
- senior school pupils attending Adult Education classes;
- lifestyles and health group for women aged 6-76 yrs;
- help with money, budgeting and bills, and caring for babies.

Beyond the activities described above the SCIP was involved in many projects including the following:

- The 2009 Standard Life Achievement Awards for Children and Families, highly commended Free to be Your Age of Wester Hailes Education Centre. This inter-generational project brought together young people and older adults to explore the concept of ageism through song writing, poster and web design. Workshops allowed participants to discuss their attitudes to each other and to the issue. The material generated, and the insights gained through the process of working together, were used to help create songs, posters and a website. The whole project was filmed for the production of a DVD which can be used as a resource by other groups interested in working on this issue.
- ESVP reported that 26 older people are facilitating intergenerational work in 24 schools across Edinburgh. The volunteers are involved in helping pupils to read and engage in other activities. One school volunteer has worked for over 10 years and is looked upon as a member of the team. ESVP stated that due to the repetition of disclosure checks by schools, volunteer start dates are unintentionally delayed.
- The Citadel Youth Centre and Pilmeny Development Project's Big Lottery award of f 150,000 over three years will be used to develop the New Spin Project to bring young

and older people together for new hobbies and

a mutual learning experience. A full time development worker and two part time support workers began their appointments in January 2010.

- North Edinburgh Intergenerational Project, "NIP Crew". "Not seen not heard" is a film, made by young people from North Edinburgh, with help from Pilton Video. The film explores intergenerational conflict in North Edinburgh, from a young person's viewpoint.

Starogard Gdanski (Poland) Starogard Volunteer Centre

For information and contacts on the Starogard Volunteer Centre you can visit the following link:

http://www.starogard.pl/pl/dokumenty/Our_Local_Support_Group

Social Isolation Subtheme

Rome (Italy) Regional Plan on Active Ageing of Lazio Region

Luciano Lupino described the main actions line of the Managing Authorities of Lazio Region related to active ageing and social inclusion. The axes of intervention are:

- Permanent Education for Adults
- Creation of Local Committees on Education for Adults
- Life-long learning projects

Permanent Education of Adults

According to the objectives of the C.4 line of the POR Objective 3 FSE 2000-2006 as well as to the "Guidelines on Education of Adults" defined by the DGR 845 31/10/2007 Lazio Region has published a number of call for proposals aimed at:

- Promoting permanent education as a means to grow as a person in a whole;
- Fostering active citizenship;
- Sustaining and starting up processes of social inclusion;
- Favouring employability;

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- Removing the barriers to access to adequate training for low skilled and low educated people, and exposed at risk of social exclusion

The target population related to the axe of permanent education for adults are young people aged 18-29 years with low levels of education, immigrants and adults with low levels of education and at risk of social exclusion, with particular consideration of elderly people. At the moment 49 Projects have been admitted to funding, 265 the training initiatives have been carried out and 6.417.235,00 Euros were destined to fund these projects. These actions involved schools, local bodies, territorial permanent centres, third sector organizations.

Local Committees on Education for Adults

According to DGR 854 31/10/2007 stating the criteria to identify the territorial areas to be assigned to the Local Committees Lazio Region has created also the Local Committees that are bodies aimed at:

- Analysing the educational needs of the territory in terms of professional skills and competences as well as in terms of relationship between demand and supply;
- Collecting information and creating an informative network that favour the dissemination of the opportunities of training offered by the integrated local market;
- Enhancing interventions oriented to acquiring competencies and knowledge to sustain the individual awareness on right to citizenship and social inclusion;
- Inter-Professional training of operators working within the local institutions or bodies, public and not;
- Starting up of Local Committees at city level with the task to coordinate the work of the various social actors involved.

The axe has been s funded with 3.000.000,00 Euros, of which 1.380.895,00 to the City of Rome, 689.499,00 Euros to the Province of Rome and the remaining resources splitted among the other Provinces of the Region (4 Provinces).

Life-long learning projects

According to an "Agreement on long-life learning planning and integrated activities strategies" signed

in 2008 between the Regional Assessorato for Education, Training and the right to Education, the Assessorato for Employment, equal opportunities and policies for the Youth, and finally the trade unions and the representatives of entrepreneurship, Lazio Region has published a number of calls specifying the priority given to action aimed at reaching workers over 45.

The Projects focused on the following issues:

- To develop long-life learning , based on contractual agreements concerning the reduction or a more flexible arrangements of working time ex lege 53/2000;
- To promote the participation into the labour market of women aged 40+;
- To favour the access to information and to a system of integrated services as well as to reducing the digital divide among the elderly people (Project "Lazio E-Citizen");
- To promote Intergenerational approach, involvement of young people in the actions of the project.

Starogard Gdanski (Poland) A Psychotherapy and Personal Development Studio

Laboratory for Psychotherapy and Personal Development is a team of people who help people in professional and personal issues of life. Laboratory for Psychotherapy and Personal Development consists of a team of interesting, intellectually and spiritually rich people, having their own family, children, luggage life experiences and their own therapy. Laboratory offers the following services:

- Psychological and pedagogical support;
- mediation talks;
- psychiatric legal and counseling;
- various forms of therapy to address different types of symptoms and associated feelings of helplessness: feeling a general lack of life satisfaction, of emptiness in relationships with others, emotional instability, struggle with addiction to psychoactive drugs, crisis of adolescence and middle age;
- the treatment of various disorders including:

1. Neurosis, depression or psychosis;
2. Personality disorders;
3. Psychosomatic symptoms;

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4. Obsessive thoughts or compulsive disorder;
5. Problems of nutrition;
6. Sleep disturbances;
7. Anxiety;
8. Psychological discomfort;
9. Failed relationships emotional;
10. Destructive rivalry;
11. Betrayal, separation, bereavement;
12. Sexual and marital problems.

For information and contacts you can visit the following link:

<http://www.psychoterapia.stg.pl/dev>

Maribor (Slovenia) The Association of Societies for Social Gerontology of Republic of Slovenia

The program Elderly people self-help group is a Slovenian social innovation in the field of social care. The Association is a non-government, non-profit, a humanitarian national organization. The groups are associated locally in local organizations and local organizations are associated in national organization. Local, regional and national network organizers provide the professional support.

The basic purpose of the working group is to create a group of friends; the group is composed up to ten people and it meets once a week.

The main activity is conversation which is moderated by trained couple of moderator/leader.

The Elderly People Self-help Groups in Slovenia are 520 include 5023 people, age 65 + and they are supervised by 860 volunteers.

The basic goal and purpose of the meetings is to transform a group of people into a group of friends and to provide a viable alternative to the family, satisfying different kind of relational needs.

The Program Elderly People Self-help Groups includes the following sub-programs:

- Elderly people self-help groups – the basic program;
- Training and education of the volunteers for group supervisors;
- Supervision;
- Training and education of the local network organizers;
- Publishing the Prepletanja magazine;
- Intergenerational camps.

The project is funded by Ministry of Labour, Family and Social Affairs, other financiers from the local and national level, and their own resources (membership, ...).

The results

- National and local network of the groups - 520 groups;
- 5020 participants - making new friendships, a sense of security and acceptance;
- 860 trained volunteers - preparation on their own old age;
- Intergenerational camps – intergenerational connectedness;
- Magazin Prepletanja (up to 4 edition a year),
- Intervention and supervision for volunteers,
- Trained local network organizers

Prague (Czech Republic) Sport park for elderly people

City District – Prague IV financed a sport park for everyone which has been opened on 14th July 2010. The park is divided into two parts: an active area with 13 special fitness machines dedicated to sports and gym and focused on strengthening different parts of the body, improve flexibility, body coordination and increasing capacity of the heart and lungs. Every machine has its written instruction people can use it themselves. The passive part instead concern of an area where people can relax there (an area with benches where people can sit, a lot of flowers and trees). In Prague there are also other area where people can take exercises and relax:

- Prague 6 – 2 playgrounds
- Prague 9 – place for playing petangue
- Nordic walking, yoga

Prague (Czech Republic) Apartments for elderly people

The 30% of population in Prague is composed by elderly people. In the last period the demand for small flats increased and at currently in Prague are available 45 houses in the whole city (City of Prague, City Districts) and 588 apartments for elderly persons. The Housing department of the City of Prague consists of 3 employees specialised in the

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apartments for seniors. The criteria for the access to public house and apartments are the follow:

- Age over 65 years
- Minimum income 6000 CZK (244,5 EUR)
- Permanent residence in Prague
- Precarious housing situation

The contract of lease concludes for 2 years with continuation beyond 1 year in the further follow-up 7 years, for a maximum of 9 years. After that a new Contract of lease can be concluded under same conditions.

Future challenges

- Fulfill the demand (now 897 applicants)
- Increase number of flats
- Improve standards of living

Digital Exclusion Subtheme

Rome (Italy) “Grandfathers on Internet”. Italian Digital Literacy Training Programme

Fondazione Mondo Digitale (FMD) is a NGO founded by the Municipality of Rome, Lazio Region and ICT companies as, Intel, ACEA, Unisys, Wind ect. FMD’s core mission is to spread the benefits of the use of the newest ICTs among schools and learning environments. In this respect, over the past 6 years it has been leading relevant educational initiatives at local/national/international level, one of the most important initiatives is the project “Grandfathers on Internet”.

The main objectives of the project are:

- Innovate traditional learning and teaching methods (lifelong learning) towards adults through the ingredients of the so called 21st Century Education;
- Create a smooth and easy approach of over 60s towards the use of PC: internet surfing, communication through email and use on internet-based services;
- Active involvement of young students in the educational process
- Increase generational exchange



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The courses location are primary, secondary and upper-secondary schools. Training is targeted to over 60s citizens, particularly those from elderly social centers and it has been held inside ICT labs of school. Women involved in the project are from 55 to 90 years old and the majority is between 58 and 76 years old. Men are from 57 to 87 years old and the majority is between 63 and 81 years old. The coordinator of the training is an ICT expert professor from the hosting school who teaches PC theory and takes care of trainees and coordinates tutors.

The students-tutors, one for two “grandfathers”, offers a constant support throughout the learning process and they follow step-by-step the elderly and their improvements. The project develops intergenerational exchange between elderly people and young students: tutors teach how to use PC and grandfathers tell about their past through snapshots, fairytales, their plays and stories. At the end they bring all together in an electronic journal and store everything into a CD. FMD in partnership with the University “La Sapienza” (Linguistic Dept) and with the contribution of the Intel Corporation (Italy), has realized a training kit for an easy, accessible and aware use of PC and Internet.

The training kit consists of a guidelines for the elders, guidelines for teacher and tutors and a toolkit for the use of PC. In Europe there is a similar experience called Silver Project: Stimulating ICT Learning for Active EU Elders. The project involves Spain, Romania and Belgium. The main objectives of the project are:

- Development of an online environment to create communities of elders, students/teachers/other stakeholders using/improving the methodology and sharing knowledge (experiences/solutions). The integration of the “physical environment” of current elderly training programmes and this “virtual environment” results in an innovative “phyrtual” environment based on people and knowledge codification.
- Enrich, translate, customize and implement the current didactical kit about basic ICT skills (1st level) with new 2nd and 3rd level courses about social networking (blog, podcast, profiling etc.) and e-government services respectively;
- Carry out in depth case studies of the innovative methodological and didactical aspects of the project, in order to deepen knowledge codification and strengthen the educational foundations of the programme

The results of the first project cycle

- 110 courses in Rome (all districts)
- 110 schools
- 110 Elderly Social Centers
- 4000 students as tutors
- 500 coordinating teachers
- 7500 elders trained

Dobrich (Bulgaria) “Ageing and live better in the information society”

The project “Ageing and live better in the information society”, e-points for social and e-Inclusion was founded by European Social Fund 2007-2013 and it refers to the “Human Resources Development” Operational Programme. This strategic document is a constituent part of the National Strategic Reference Framework and contributes to one of its main objectives to “develop human capital in order to ensure higher employment, income and social inclusion”. The strategic objective of the HRD OP is to improve the quality of life of people in Bulgaria through enhancement of the human capital, achievement of high employment levels, improvement of the productivity, access to high-quality education and lifelong learning and strengthening the social inclusion.

Currently demographic changes have been one of the fundamental issues. The number of elderly people has been growing up rapidly while the total number of population is decreasing. The tendency is also characterized by a growing number of people living alone. What is more, their quality of life is getting worse due to low self-esteem which is a result of their social isolation for a variety of reasons. As well as that, elderly people are getting poorer as their pensions are low and there are hardly any jobs for those who are still able to work, although they are willing to pass on their skills and knowledge along with increasing their income. Such tendencies have bad influence on the relationship between generations, which is an obstacle in the exchange of knowledge, skills, traditions and values. The main problems to which the project aims to answer are:

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1. The number of elderly people has been growing up
2. The number of people living alone is growing
3. The quality of life of elderly is getting worse
4. Elderly people are getting poorer and poorer
5. Interrupted relationships between generations
6. Limited access to getting good command of new information and communication technology

Elderly people should be entitled to dignified old age and they deserve to be active participants in the social life of both the town and the country, to enjoy their own respected place among the generations, to be given the chance to pass on their skills and experience and offer their share in building up the next generations' systems of values, to believe that their existence can make a difference. To achieve all these, they need to be given the chance to take part in life-long learning, to have access to getting good command of new information and communication technology, to become computer-literate, which will to a great extent boost their chances of being well-informed, their competence and self-confidence; it will also encourage them to be more active citizens, to acquire new knowledge and skills concerning their citizen's participation, advocacy and lobbying, taking part in outlining and fulfilling the municipality's policy. All these among and through a network of solidarity and co-operation between generations.

The activities planned in the project are related to offering innovative social services, the aim of which is prevention of social isolation and reducing the consequences it may have, and supporting elderly and disabled people in their desire to live an active social life. The main goal of the project is to improve the quality of life of elderly and disabled people through increasing their chances for social and electronic integration and stimulating their citizen's participation. The specific objective are:

- To introduce innovative approaches in social and electronic integration, which will lead to a positive change in the life of elderly people.
- To give elderly and disabled people the power to take more active part in the social life of the community.
- To establish networks of solidarity and co-operation between generations.

Expected results

- The elderly and the disabled people who are members of the local clubs of the elderly and the disabled people, will get more confident in their own life-long learning and its role in improving their status in society;
- Reduction of the differences between generations, a result of belonging to a modern information society;
- Creating conditions for a change in the quality of life through acquiring new knowledge in the field of information technology and through their new chances of using a number of Internet-based services;
- Having coped with the challenges of modern life, these people will have more self-confidence, which will enlarge the common grounds for communication with their children and grandchildren;
- Improvement of the quality of life through: finding alternative solutions for improving their health status and coping with stress; more active social communication; access to public services; acquiring basic skills for using the Internet and on-line services; possibilities for increasing their income;
- Increasing their citizen's activity and competence in discussing the current issues of the present day, taking part in developing and fulfilment of municipal policy;
- Better skills in lobbying and advocacy in solving problems which are important for the target group;
- Free access to the Internet site of the Municipality of Dobrich and chances for taking part in forums discussing current issues, electronic access to complaints, announcements, replies, receiving administration services and services related to their social, economic, health, cultural and educational needs, as well as other Internet services;
- Authorization in lobbying and advocacy.

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The project will involve the following actors:

- Ten tutors trained (E-mentors)
- Fifty people trained in basic computer literacy
- Five facilitators: three chairpersons of clubs, two social workers from service institutions and five representatives of the Municipal Youth Council, for making discussion aiming at defining the problem.
- Twenty volunteers – young people from the Municipal Youth Council, boosting voluntary spirit in this field.
- 55 elderly people trained in citizens' participation



Sustainability

- The Municipality will support and further develop the E-points for social and electronic integration related to different groups of disadvantaged people.
- The tutors who will be trained will continue to provide the services after the project has been finished.
- The facilitators who will be trained will organize annual meetings where the current issues of the day will be discussed.
- The possibility for developing volunteer work, which will be created, will be of further use aiming at bringing different communities closer together.

