

TooLS: Proposal for Information to be collected from local administrations and service providers

1. The task

The TooLS project is to support local governments by providing comparable information enabling them to better cope with the challenges of the demographic change. Focusing on the consequences of an ageing population, comparable information is needed not only on those in the population who are 50 years of age and over; it is also necessary to inform on activities and intended measures by the local administrations as well as by providers of services for senior citizens.

To complement the information that is to be acquired from a population survey among the citizens at the age of 50 years and over, this information is to be collected by interviews with responsible agencies of the local administrations and with service providers. First steps are to be made in this project by drafting modules of questions and testing them.

The following issues are to be considered but can certainly not be covered exhaustively:

The relevance of these issues follows from the complementary general goals, on the one hand, to enable an ageing population to lead an independent life and stay as long as possible in the environment they are accustomed to, and on the other hand to provide the necessary care in sheltered housing projects, in old people's homes and nursing homes for those who cannot cope with everyday life by themselves any more. Topics to be addressed are

- the structure and evolution of the population above 50 years of age and of the households in which they live,
- responsibilities, activities and measures planned by the local administration,
- housing conditions,
- safety at home, in the neighbourhood and in the city in general,
- health care services,
- labour market,
- opportunities for voluntary work, civic involvement,
- mobility at home, in the neighbourhood and in the city in general,
- green spaces and facilities for entertainment and recreation,
- shopping facilities for everyday needs etc.

2. Proposal for a first stage in the TooLS project

A detailed and exhaustive survey of indicators with the administration and with service providers (from now on called "actors") can only be realised in stages. In a first informal and more explorative phase we should find out which actors to address first. An assessment should be made on their information needs and their ability to provide the information requested. This could be done by conducting guided interviews with the elected interview partners. It might well be that the impression will develop only step by step which organisations, service providers etc. are the relevant actors.

The situation may vary a great deal among the participating cities. It may therefore be advisable for the project partners in the cities to organise one or more meetings with the local actors in order to find out what are the most relevant tasks for which information is required, what kind of information is requested and who should be contacted in order to

collect this information. The responsible contact person of the city could help to organise “round tables” to clarify these questions, to later discuss project results and to ensure a good use of the information provided.

A first result to be documented might consist of the following items:

- names of the actors that proved to be relevant in the course of the discussion,
- an overview on the information needs and on available information,
- the willingness and capability of the local administration and service providers to make the requested information available or try to collect it,
- agreement with the relevant actors on a programme for the surveys to be conducted.

3. Development of guides for interviews to be conducted in the project

The guide for the interviews should address the following aspects and topics

- (1) Chances and opportunities to activate the age group of 50 +: Their economic activity, job opportunities, the labour market for this age group, opportunities for training and qualification, opportunities and measures to promote voluntary work and civic involvement,
- (2) The provision of services regarding the need for care and nursing and health care, available infrastructure and model projects.

These two issues should rank first as they are also of central importance in the population survey. If, in the course of data collection, it turns out that too much is expected from the local actors, the actual interviews should be limited to these two aspects. It must be expected that the collection of detailed information on these two aspects will already require considerable efforts. Nevertheless, the following topics should at least be touched in this first phase:

- (3) Housing and the housing market for the age group 50+
- (4) Mobility, transport, public transport
- (5) Safety and security
- (6) Migration and the situation of migrants.

A report on the results could look like this

Topic	relevant actors	Potentially available information
<i>1.chances and opportunities for activating senior citizens</i>		
<i>2.service infrastructure</i>		
3.housing		
4.mobility		
5.Safety and security		
6.Migrants		

4. Possible questions

The interviews should treat the two (or 6) topics under the following aspects:

- (1) What assessment can be made on the actual situation?
- (2) Are there any plans and programmes that might be relevant for the age group of 50+?
- (3) Which indicators are available regarding the 2 (or 6) aspects and can they be provided with a reasonable effort?

The essential questions concern at first the present and expected future **demand and supply situation** in one's own city in order to compare it with the respective situation in other cities. Even though it might only be possible to give precise answers on these questions as a result of the project, the state of information provision should nevertheless be investigated, especially the present and expected future situation regarding

- the age structure of the population,
- the distribution of people in age groups above 50 by type of household (single households, households with a partner and/or with adult children),
- the proportion of people of the age group of 50+ being economically active or doing voluntary work,
- the number/proportion of people in the different age groups above 50 using, at present, the different public and private services for senior citizens, and expectations of service providers regarding the evolution of these numbers / proportions
- the quantity and quality of the services provided for senior citizens – by type of institution (public welfare or private)
- if available, key indicators on service provision, like the ratios “number of clients/service personnel” and “number of potential clients/service personnel”
- information on who is paying for the different kinds of services provided, the clients themselves, optional private insurances, a compulsory public insurance, the municipality, the state, welfare organisations..

The second aspect to be considered is the present and the expected future **living conditions of senior citizens** in one's own city and in comparable cities. The following information may play a role

- the number/proportion of senior citizens – by age groups - living in apartments. in (multi-story) one- or two-family houses and in bungalows,
- the number/proportion of senior citizens owning their dwelling,
- availability and accessibility (for senior citizens) of public transport in the city,
- the number/proportion of senior citizens having shops for every-day needs, including pharmacies, in walking distance,
- availability and accessibility (for senior citizens) of public parks and recreation areas,
- availability and accessibility (for senior citizens) of educational and cultural facilities,
- organisations for voluntary work and networks for the support of senior citizens,
- job opportunities for people above retirement age,
- emergency services for senior citizens.

Finally, an overview would be useful on already **existing strategies and plans** of the local government to cope with the challenges of an ageing population and how are the responsibilities for them distributed. The following fields of information might be discussed

- (a) the **responsibility** of the local government regarding the provision of services to be provided for senior citizens regarding
 - the provision of specific services
 - the coordination of specific services
 - the information and consultation of senior citizens
- (b) the **way how strategies and programmes for senior citizens are being developed**, whether the local government
 - develops the strategies as a purely administrative business
 - develops the strategies in consultation with service providers and/or with representatives of senior citizens)
- (c) the main elements of the local strategies and programmes regarding an ageing population and what are the priorities assigned to them.

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