

Age-Friendly Tampere – Action Plan, WHO GNAFCC

Outdoor spaces and buildings

Description	Goals for 2018 and onward	The responsible body and indicators
Accessibility programme	Tampere is abolishing the concept of specialised programmes, but according to the assessment of the Accessibility Ombudsman, a specialised programme will also be needed in the future in order to improve the accessibility of the built environment and services.	To be monitored by the Accessibility Ombudsman and the Accessibility Working Group of the Council on Disability. To be complemented when it is decided whether the programme will be implemented.
Grants for building lifts disbursed by the City and the Housing Finance and Development Centre of Finland (ARA)	The City still disburses grants for building lifts. The City also offers advice on the grants available from the Housing Finance and Development Centre of Finland (ARA).	To be monitored by the City's Housing Services. Number of lifts built.
Gym equipment in parks	Increasing the number of training facilities, led activities and instructions on using the equipment to be provided by partner NGOs. Aiming for neighbourhood parks where different generations can meet.	The responsibility of the Sports Services as well as Park and Green Belt Services. Number of outdoor gyms, number of participants
Developing age-friendly service areas	For example, accessible walking routes to service centres, accessible recreational areas, and establishing an accessible swimming beach in Tampere.	To be monitored by the steering group of the TampereSenior project. To be monitored by the Accessibility Ombudsman and the Council on Disability. To be monitored by Traffic System Planning. Implementation/number of walking routes and a swimming beach.

Transportation

Description	Goals for 2018 and onward	Indicators
Service transport: The service transport system is meant for anyone who finds it difficult to use ordinary public transport. A centralised call system.	The aim is to extend the service to cover evenings and weekends. The centralised call system will be improved based on feedback received. The entire fleet will be accessible to rollators and regular wheelchairs (not electric wheelchairs).	To be monitored by the Service Line for Senior Citizens. Number of users. Feedback from users.
Tramline project. The starting point for design was the accessibility of both trams and tram stops.	The first phase under construction in 2018, to be completed in 2021. The project is being implemented according to the alliance model. Travel card readers will be placed at each door, and both the tram stops and trams will be accessible. The aim is to	Implementation to be monitored by the City Council. The Electronic Services Evaluation Board will be involved in designing the

	implement an audio next-stop-announcement system.	electronic services related to the tramline. Client feedback, contract monitoring within the alliance.
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Housing

Description	Goals for 2018 and onward	Indicators
Focusing the structure of the services for senior citizens towards support for living at home.	The targets of the TampereSenior programme: to develop services that support the well-being of senior citizens and enhance their activity when growing older	Implementation to be monitored by the steering group.
Developing existing residential areas: improving the accessibility of local services.	A cross-sectoral task force on housing for people with special needs develops housing solutions for people with special needs and monitors their implementation. The effort combines expertise from the Welfare Services, the Urban Environment and Infrastructure Services, and the Growth, Innovation and Competitiveness Services.	The responsibility of the Deputy Mayor. The indicators to be specified after the first meeting.
Health-care services to support people living in their homes	Developing the work of the hospital-to-home transition support team as well as rehabilitation at home in co-operation with the home hospital services. Self-service points are available in welfare centres, Local Squares and health-care centres to support independent self-care.	Hospital-to-home transition support services improved, transitions increasingly successful. Rehabilitation at home available and shown to be effective.
Services to be developed for supporting people living in their homes	The Kotitori service integrator: An extensive e-survey for people working with senior citizens on challenges of living at home. Developing regular home care, for example, developing teams, based on customer satisfaction surveys The SoCaTel project to improve existing services.	
Increasing the equality of home-care services	Together with professionals and experts by experience from LGBTI Rights in Finland, as part of the SoCaTel project, the aim is to include a requirement for equal treatment in the upcoming tendered contract for home-care services.	Feedback from participants. Whether a clause was included in the contract that is effective and satisfactory to all parties.
Video call	Health-care consultations by video, cultural video calls	
Healthy housing, fire safety, and accessibility	The safety of living at home to be promoted by changes to the apartment, by installing safety equipment, and through a well-functioning co-operation with the rescue services	Kotitori and Local Squares, the home-care services and the rescue services to co-operate.
Developing age-friendly housing and increasing a feeling of community	The lifecycle housing block in Tesoma under construction, the generational community village Käräjätörmä is being designed, the age-friendly housing project in Hervanta is being designed	Implementation to be monitored by the Elderly People's Council.

Social participation

Description	Goals for 2018 and onward	Indicators
Culture, Exercise and Nature Companions: Volunteers as companions for senior citizens in various activities.	The aim is to increase awareness of the companion system and attract more senior citizens to use the service. More companions to be trained as peer instructors in Local Squares. More companions also to be trained as gym instructors.	The number of companions and the people accompanied by them.
Culture and Leisure Services. (activities of the Evergreens, cultural services for senior citizens, physical exercise for special needs groups, library services delivered to the home)	Accessible services are offered to senior citizens to enhance their activity and promote a meaningful life. Services to be designed and organised together with the units of the Service Line for Senior Citizens.	Number of events. Number of participants.
Cultural rehabilitation at home	A personalised rehabilitation period may include physiotherapy, occupational therapy, and/or rehabilitative leisure activities. To be offered to clients who face challenges with their memory or with maintaining social relations, or who need practice in physical exercise. The aim is to find ways to do things that are meaningful for the client and to empower them.	Number of clients receiving the service.
Support grants to senior citizens' associations	Support grants to be continued. The process of application and preparation to be improved, made clearer and more transparent. Criteria to be co-created with the associations and to be presented to the relevant Committee.	Number of inhabitants covered by the activity grants.
Volunteer activities in the Local Squares	Volunteers work in the Local Squares: lobby hosts/hostesses and club leaders.	Number of volunteers and number of people participating in the activities organised by them.
The Elonpolkuja co-operation network: an extensive partner network of bodies offering services and leisure activities for senior citizens.	The network will continue its activities and members will be instructed to activate passive citizens in particular. The network will help in co-ordinating the activities of the NGOs.	Number of members in the network. Feedback from member associations of the network to be collected and analysed.

Respect and social inclusion

Description	Goals for 2018 and onward	Indicators
Search for effectiveness indicators for social services will be continued in the Service Line for Senior Citizens.	The next aim is to test the University of Jyväskylä Active Ageing Scale at the Local Squares.	Social counsellors etc. in Local Squares.
Gerontological community social work	Supports senior citizens living at home. Gerontological social workers and social advisors work in pairs at the client's home.	
Poverty Programme	To receive information and consider action related to poverty among senior citizens.	Established by the City Board which also monitors the activities of the task force.
Projects of outreach work among senior citizens, such as Kotipiritti, SenioriVamos, Likioma, and Markku, the mobile day service.	Aiming to reach out to those aged people who are the most difficult to activate.	The various projects have their respective steering groups and reports. Partnering with the rental housing foundation VTS-Kodit.
Enhancing a feeling of community and social participation in rental housing	VTS-Kodit defines the aims, such as co-ordinators, social managers, resident committees, points.	To be monitored and reported on by VTS-Kodit.
Welfare centres: Several different services (for example, daytime activities for senior citizens, children's health clinic, library, health-care services, advisory services, and commercial services) to be concentrated in the district centres with good transport access	The aim is to have an extensive network by 2020.	The welfare centres were established as planned within the service model framework. Progress to be monitored by the City Board.
The alliance model used in organising the operations of the welfare centre.	A multi-provider model will be used to provide services to meet the needs of the clients in welfare centres as well as to create solutions for promoting welfare. It is estimated that the provider network will comprise the City's Welfare Services, private contractors, and partner organisations. In addition, the network will include businesses and NGOs within the sports, social and welfare sectors as well as providers of cultural and leisure services.	The multi-provider model has been used in the district of Tesoma since 2017, and it will help accumulate experience for a potential expansion.
Local Squares: Local Squares, in accordance with the Kotitori service point model, will be established in the districts to offer services and advice to senior citizens in their local environment.	More Local Squares will be established in the various districts in accordance with the Kotitori model: Kaukajärvi in 2017/2018, Vuores in 2019, etc. The effectiveness of the operations will be evaluated.	Number of Local Squares, amount of activities, number and experience of participants. The effectiveness results will be obtained during 2018.
Service centres: activities and advisory services for senior citizens.	The operations will be continued in the same way as before.	Number of visitors, feedback.
District network portals.	The aim is to have a portal for the welfare centre in each district. Already in operation in Koilliskeskus and in Lielähti.	Number of visitors, feedback.

Increasing physical exercise	The city's inhabitants will become more active in physical exercise, and the number of inhabitants who are passive in this area will decrease.	The Unit for Promoting Welfare and Sports Services.
Senior Citizen Ombudsmen and a supervising co-ordinator.	The Senior Citizen Ombudsmen work in the City's control and steering group. They control the quality of services provided for senior citizens according to a control plan by carrying out control visits, among other things.	The control report is presented to the social welfare and health care committee every year.

Civic participation

Description	Goals for 2018 and onward	Indicators
Client boards in Local Squares to provide customer experience to be used in developing the services	Client board activities will be developed based on the results of developing health-care work.	Each Local Square has a client board. The activities are well known and effective.
Client boards in home-care services	Client board activities in the Home-Care Services are being developed and tested in the City Centre district as part of the SoCaTel project.	The SoCaTel steering group to monitor the achievement of the aim and the feasibility of the model.
Client boards in welfare centres and district networks	Activities of the district networks to be developed. More participants to be attracted to join the activities.	Development of the district network meetings and the number of participants as well as the experience of participants about their possibilities to exert influence.
Established activities of the Elderly People's Council	The aim for the next few years is to find systematic ways for the Elderly People's Council to influence plans related to senior citizens at such an early stage as possible.	Annual report of the Elderly People's Council

Communication and information

Description	Goals for 2018 and onward	Indicators
Digital accessibility	The new law will take effect in the autumn of 2018, and the aim is to prepare an action plan concerning the City's services based on the requirements laid down in the law.	To be monitored by the Accessibility Ombudsman.
Developing a multi-professional approach and new housing solutions	A series of seminars to be organised by the Housing Services for those working with housing for senior citizens as well as other stakeholders	To be organised by the Housing Services. Implementation, number of participants.
A housing guide for senior citizens	The guide to be distributed during 2018.	Feedback on the guide
Kotitori's digital services http://www.tampereenkotitori.fi/	Family members, in particular, can use the digital services to help senior citizens.	To be evaluated by the client board of the Laitetori service providing assistive devices. Part of the aims of the SoCaTel project, therefore, implementation also to be monitored by the steering group.
Co-operation with the City of Tampere Communications	Press releases on topical matters, articles in the magazine Tampere.	Number of press releases and articles.
Tietotori computer learning centres in libraries	The Tietotori computer learning centres in libraries organise courses on the basics of using computers and the Internet for people of all ages. The courses offer participants an opportunity to practice the basics of using computers and the Internet. The Tietotori computer learning centres also organise courses on various topical themes. It is also possible to book individual guidance sessions in advance.	Number of courses and participants. Number of individual guidance sessions, the district network.
Clear and understandable language in official communications	The city strives to use a clear and understandable language in official communications. The Elderly People's Council has a user board available to evaluate the language used in information bulletins and other documents.	Number of cases referred to the user board.

Community support and health services

Description	Goals for 2018 and onward	Indicators
Health checks for 80-year-olds	Letters will be sent to all persons turning 80 years of age, offering the possibility to have their health status evaluated.	Number of people who responded to the letter. Number of health checks.
Statutory free health checks for family caregivers	Family caregivers, who have an agreement about informal care with the city, will be invited by mail to attend a health check. The health check is voluntary and free of charge.	Regular feedback to be collected from family caregivers in an electronic survey in order to improve the quality of the service. Number of health checks in statistics.
Service voucher for individual physiotherapy	The service voucher is offered to inhabitants of Tampere who are 70 years or older for individual physiotherapy (gym or swimming pool) in a professionally led group. The service voucher can be issued to a client whose service needs have been evaluated by the outpatient rehabilitation services.	
Increasing equality in social services	Together with professionals and experts by experience from LGBTI Rights in Finland, as part of the SoCaTel project, the aim is to include a requirement for equal treatment in the upcoming tendered contract for home-care services.	Feedback from participants. Whether a clause was included in the contract that is effective and satisfactory to all parties.
Ensuring the smoothness of care and treatment paths	Since the Hatanpää hospital and the Tampere University Hospital were merged, the aim is to make sure that no borders arise between primary health care and specialised care to break the care path for an individual client.	The Health Care Service Line within the Non-institutional and Housing Services
Geriatric Clinic (the Hospital District)	The Geriatric Clinic supports treatment given at home.	Follow-up of contracts
Developing home-care services in the field of nursing	The medical services in home-care and residential service units will be enhanced, at the same time improving nursing skills in home-care services.	The pressure related to senior citizens on the first aid unit Acuta and inpatient care has been reduced.
The ODA project (Self-Treatment and Digital Value Services): e.g. digital assessment of symptoms.	By the end of 2018, the aim is to develop self-evaluation tools for assessing	The project has a steering group and a reporting system.

	symptoms and service needs.	
Konsti detoxification treatment at home	Managed withdrawal treatment for substance-abusing seniors at home.	To be monitored by the Service Line for Senior Citizens.

Description	Goals for 2018 and onwards	Indicators
Weight management groups for senior citizens	Tailored health counselling and weight management groups for senior citizens are organised in health care clinics for persons over 70 years of age. The activities in the groups are based on the philosophy of "one small decision a day" that guides people towards permanent changes in their habits and facilitates long-term weight management.	Group statistics in the patient data system.
Oral health care in residential services with intensified support	Dental hygienists visit residential service units with intensified support. The visits in residential service units with intensified support are organised by the Service Line for Senior Citizens, and oral health care is included in the care and service plan. The first preventive oral health care visit (assessment of the need for treatment) is free of charge for the client. During the visits, the dental hygienist instructs clients and their dedicated nurses who support the clients in daily oral care. If a client has oral illnesses, the dental hygienist instructs the staff to book an appointment with a dentist.	Monitoring of visit statistics in the patient data system.
Oral health-care services in institutional care	Treatment by a dentist for patients in institutional care is mainly organised in the dental health clinics in Koukkuniemi and Hatanpää. The activities involve multi-	Monitoring of visit statistics in the patient data system.

	<p>professional co-operation between the institution's staff and oral health care professionals (dedicated nurse, dental hygienist, dentist). A dental hygienist regularly visits the different departments of institutions and nursing homes and assesses the patients' need for treatment. When needed, clients will be referred to a dentist. In addition, the dental hygienist provides regular training to the institution staff in daily oral and dental care.</p>	
<p>Oral health-care services in home care</p>	<p>The service process of a home-care client starts with an interview by the home-care client counsellor. When preparing the service plan, the client counsellor assesses the client's need for oral health care. A visit to the client's home is agreed upon by the home-care contact person and the dental hygienist. During the visit, the dental hygienist assesses the need for oral health care and refers the client to a dentist if needed.</p>	<p>Monitoring of visit statistics in the patient data system.</p>
<p>Group events for senior citizens in oral health care</p>	<p>On request, dental hygienists participate in various group events organised for senior citizens (such as Local Squares, the advisory project Ikäneuvo, events organised by NGOs).</p>	<p>Monitoring of statistics on group events in the patient data system.</p>