

REBOOT



Report - Services for the Elderly



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INTRODUCTION	3
1. EMPLOYMENT	4
2. EDUCATION	8
3. HEALTH	11
4. CULTURAL AND SOCIAL ACTIVITIES	15
5. ACCOMMODATION AND DAILY CARE	19
6. TRANSPORT	24

INTRODUCTION

The following report is based on the outcome of a desk research undertaken in the partner countries on the basis of a questionnaire in Belgium, Italy, Poland, Turkey and the United Kingdom (UK). The aim of the exercise was to present examples of services and opportunities available from various bodies (public bodies, local governments, non-governmental bodies (NGOs)) to the elderly persons in six different areas: employment, education, health, cultural and social activities, daily care and accommodation, transport. The choice of the areas is dictated by the outcome of the previous activity undertaken within the project: the questionnaire distributed and analysed to assess the needs of elderly persons. Certainly it would be too much of a simplification to state that all interests and needs of the elderly are concentrated in these six areas. Vital spheres of life like family bonds, social interactions, which often satisfy many psychological needs of all persons, were omitted. Instead the authors wished to concentrate on the spheres in which not only human social links are important but also other institutions are developed both by the state (or local governments) and private bodies.

Finance is often key to access to many services but due to the wide variation in each country we can only give a snapshot of the statutory state pension.

Bearing in mind that there are innumerable and diverse initiatives in all the countries participating in the project in each of the areas mentioned, we have decided to base the following description on the information forwarded by our Project Partners trusting, that the selection they make is a representative snapshot of each country and the area where they live.

For ease of the reader, each country is in alphabetical order within each section:
Belgium, Italy, Poland, Turkey, United Kingdom

1. EMPLOYMENT

Older persons are generally not very active on the labour market. Although current retirement age is around 65 years for most of the countries, recently in the UK there have been changes to eligibility of state pension resulting by 2019 to eligibility for all rising to 67.(.1a) Our previous questionnaire had shown that only 26% of the respondents were active on the labour market. Indeed the employment rate for older workers (55-64) is low in the EU¹ comparing to the general employment rate, as shown in the table below.

Country	Employment rate 2012	Employment rate workers 55-64
EU 28	68,4	48,8
Belgium	67,2	48,9
Italy	61,0	40,4
Poland	64,7	38,7
UK	74,2	58,1
Turkey	52,8	31,9

Governments in all of the countries encourage employment among workers aged 50+ either through legislation or through specific programs promoting life long learning, encouraging employers to invest in older workers and the workers to start their own enterprise if they have difficulties in finding a job². There is recognition that many older people retire and still have skills which they can offer and use for benefit of community and themselves. Being active and avoiding social isolation can ensure we all lead longer and healthier lives³.

ITALY

In **Italy** the Ministry of Labour and Social Policies intends, through the "Active aging" (a bill presented to the Senate presidency on 10th October 2012) program, to outline a map of main interventions for workers over-50 and to

¹<http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tsdde100&plugin=1>

1a From 2010 to 2012 women born after April 1955 eligibility for the basic state pension and benefits will gradually rise to 66 and men from 65 to 66. By 2018 eligibility will start at age 67.

² 50+ Works - a good practice guide for providers supporting 50+ jobseekers.
<http://50plusworks.com/selfemployment/>

³ Two British examples are Timebank initiative and The Dark Horse Venture.

analyze the actions implemented or planned by the Services for work, public and private, with regards to the continuation of active life. "Active ageing" means, in fact, the process that has as its ultimate goal to achieve optimum realization of physical, mental, social and economic potential of elderly⁴.

POLAND

In **Poland** unemployed over 50 the age of a group of people in a specific situation on the labour market. Their age is often to potential employers the main barrier to employment. In order to stimulate employment in this group of unemployed people in the labour market provides instruments to encourage businesses to employ them on the basis of the Act of 20.04.2004 on employment promotion and labour market institutions (Journal of Laws of 2008 No. 69 , item 415 as amended).

Unemployed people over 50 years of age as being in a special situation on the labour market, have priority in using the services of district labour offices, namely: employment , vocational guidance and career information , training, assistance in active job search.

First of all unemployed people over 50 the age of district labour office within 6 months from the date of registration should be offered a proposal to employment, other paid work, training, apprenticeship, vocational preparation and employment of adults in the intervention works or public works.

District employment office may refer the unemployed over 50 years of age to work in the framework of intervention for up to 24 months and to be reimbursed the costs incurred by the employer on wages and social security contributions . Intervention works can take up to four years , and the governor may reimburse the costs of wages and social security contributions incurred by the employer (up to a certain limit of 80-50% of a minimum wage) for every other month of their employment.

The internship (up to six months) is a form of in job training and takes place without making a relationship work and the unemployed over 50 age. In the course of his training entrepreneur does not cover costs related to the remuneration of such persons, as the unemployed receives from the governor a grant of 120% of the unemployment benefit .

Employers hiring unemployed people over 50 years of age can apply for a grant for equipment and retrofit jobs for the person directed by the employment office. The refund is granted on the basis of an agreement concluded with the governor and can be up to six times the average salary.

Vocational training of adults can be carried out on the basis of an agreement concluded by the Employment Office and the employer (or the employer and the training institution), according to the program set out in the agreement. The employer receives reimbursement of expenditure on materials, raw materials

⁴ <http://www.lavoro.gov.it/Lavoro/md/AreaLavoro/occupazione/politiche/over50.htm>

- In the UK retirement age is now

-

and other measures necessary to implement the program set out in the agreement, up to 2 % of the average monthly salary. Moreover, the employer may receive a bonus of 400 PLN for each month of the program executed on each participant if he passes the exam. The Participant is entitled to a grant of 120% of the benefits paid by the Governor.

There are also other incentives for entrepreneurs employing 50 +: an employer who employs a person over 50, who during the 30 days prior to employment were registered in the District Employment Office as an unemployed, does not pay contributions to the Labour Fund and the Guaranteed Employee Benefits Fund for a period of 12 months (starting from the first month after the contract of employment). However, an employer who is an entrepreneur who employs persons who have reached the age of at least 55 years for women and at least 60 years for men does not pay contributions to the Labour Fund and the Guaranteed Employee Benefits Fund at all.

TURKEY

The Regulation of Occupational Health and Safety, clause: 15 says that "Women, children, disabled people, elderly people and other people in risk groups are protected against dangers that particularly affect them. Turkish Employment Agency (İŞKUR) is responsible for the employment in Turkey.

The employment issues of older workers are newly becoming a subject in Turkey.

UNITED KINGDOM

In the **United Kingdom** age discrimination was outlawed by the Employment Equality (Age) Regulations 2006. The Work Programme was launched in June 2011 to help long-term unemployed people return to work through personalised support. Jobcentre Plus will continue to support claimants early in their benefit claim. From April 2011 advisers have had greater flexibility to address the needs of individuals and respond to the local labour market more effectively⁵.

Another initiative is a project carried out on the basis of interviews with older workers and collaboration with employers and HR managers in the companies called 50+ Europe: Strategies to Overcome Barriers to Employment for the Over 50s⁶

Also in the **UK** the National Careers Service (NCS)⁷ was established in 2012. It is a service of the Skills Funding Agency on behalf of the Department for Business,

⁵ <https://www.gov.uk/government/news/publication-of-dwp-research-report-766-qualitative-research-into-enhanced-jobseeker-s-allowance-provision-for-the-50>

⁶ <http://www.niace.org.uk/crow/50plus.htm>

⁷ www.nationalcareersservice.directgov.uk/

Innovation and Skills. The NCS provides face to face as well as online career development and lifelong learning support primarily for adults. This includes over 700 job profiles, a course directory, an online forum, a skills health check, a CV builder and an action planning tool www.nationalcareersservice.directgov.uk/. The British Government Department of Work and Pensions has published a report based on interviews with unemployed people aged 50+. The report has shown that this group of unemployed faces particular challenges in the labour market. It was established that they generally take longer to get back to work and are at greater risk of drifting into long-term unemployment or prolonged economic inactivity.

Meanwhile there were new services introduced for the older unemployed. Additional support was introduced from April 2010 for Jobseeker's Allowance claimants aged over 50 years of age. The policy aim was to help and support older jobseekers to return to work. Enhanced training for Jobcentre Plus Personal Advisers was introduced at the same time to support the changes.

The research suggests that older newly redundant claimants have a number of key barriers to work that stem from having long work histories e.g. the lack of a CV, lack of job application experience and lack of familiarity with the modern labour market and with online job application procedures. Older jobseekers prefer one-to-one provision with Personal Advisers. Work Trials are seen as effective in helping older claimants show their employability. Flexibility in the timing of employment support interventions was seen as crucial in meeting the needs of older claimants.

The Centre for Research into the Older Workforce (CROW) worked with partners in four other European countries to explore and compare approaches to skill shortages; policies and strategies for employing the over 50s; and to the development of vocational guidance and training.

The project aims to support people over the age of 50 in accessing and securing employment, to raise employers' awareness of good practice in employing and training older people and to develop training for employers in managing age diversity.

Outcomes expected include an interactive vocational guidance tool for people over 50 to support them in their jobseeking; on-line training for employers in developing strategies to recruit and retain the over 50s; guidelines for Good Practice in employing, supporting and training older workers, and in promoting age diversity in the workplace; and a policy report and recommendations on age diversity in the work place, highlighting good practice.

Another example is The Prince's Initiative for Mature Enterprise (PRIME)⁸. The Prince's Initiative), a member of the Senior Enterprise Programme, was established by the Prince of Wales in response to letters he was receiving from people desperate to work but unable to find anyone to employ them – because of their age. It supports business creation by the over 50s through mentoring, networking and sharing good practice. It hosted The Senior

⁸ <http://www.prime.org.uk/>

Enterprise and Mentoring Conference in central London in 2012. This transnational conference brought together 170 delegates from across the UK and Europe to promote the opportunities and benefits of self-employment as a means to address the over 50s unemployment crisis.

There are also initiatives directed to specific groups of workers, e.g. older women⁹, as well as many private employment agencies and another organisations including trade unions, and voluntary organizations.

The UK has a long tradition of voluntary service and this continues today as many older people volunteer in hospitals, schools and charities. This work encourages the use of the skills established over a lifetime, an example is the ex gardener who works as a volunteer in a local park, the retired receptionist who works on the front desk at a local hospice. The older people who were involved in this project work as volunteers with Age Concern Liverpool and Sefton. This agency created the first Citizens Advice Service in the UK and now has 400 registered volunteers. The advantage of volunteering is not just giving back to the community but retaining and sharing skills resulting in a sense of feeling valued and can often result in a return to employment. Although volunteers are unpaid they can claim expenses and participate in appropriate training at no cost to them.

2. EDUCATION

In the five countries in this review there are no legislative measures dedicated to the elderly in the education system. The issue is regulated by general legal acts in the area of education e.g. Education Act., Human Rights Act, Disability Discrimination Act in the **UK** or Act of 7 September 1991 on the education system, in **Poland**.

Usually the school system allows all adults, including the elderly **to** supplement and improve general knowledge, skills and qualifications in the lifelong learning sector (part of "lifelong learning"). Adults have the opportunity of education in public and private schools for adults of all types (primary school, secondary school, basic vocational school, technical school, supplementary technical school, high school, high school and post-secondary school supplementary) and out of school. Training can take place through participation in various education centres, training, vocational training or hobby, postgraduate studies, study tours, conferences, seminars, and through: to watch or listen to educational programs, reading magazines education, learning via the Internet.

One of the most important form of education for elderly persons are Third Age Universities, which exist in most of the project countries. The Universities of the Third Age focus on education; training; information; prevention; promoting research and opening up to social aspects and to the territory

⁹ Older Women in Learning and Enterprise <http://www.owle50plus.eu/news.php>

Universities of the Third Age

There are 'Universities of Third Age' in **Belgium**. They are organized by several universities and university colleges. At the local level, local communities often offer specific courses for older adults (often organised by local relief centres).

In **Italy**, besides a dense network of associations involved in the field, there is also a University of the Third Age. The fundamental objective of this institution is to welcome and motivate people of all ages mainly over 50, who are not in the production cycle anymore, to participate in one or more projects, and develop interests in culture, and be able to release their creativity, covering significant roles for the participants life and recover free time that has no age.

In **Poland**, the first University of the Third Age (UTA) was founded in 1975 in Warsaw. The idea of its creation was professor Halina Schwarz. University works to this day and has about 1120 members.

Currently there are almost 110 Universities of the Third Age all over **Poland**, which bring together 25,000 students. The largest group of students can be proud of UTA from Krakow, where the number of students is over 1800.

There are three types of Universities of the Third Age in **Poland**: ones acting on structures or under the auspices of the university, led mostly by proxy rector of the university, ones set up by associations active popular science, and other operating at community centres, libraries, day centres, social welfare centres, etc.

In the **UK** the University of the Third Age (U3A) was established in 1982. U3A is a large national network of regional self-help, self-managed lifelong learning co-operatives for older people no longer in full time work. They provide opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun. Their magazine, "3RD Age Matters" is published 5 times a year and has a circulation of 2000,000.

POLAND

In **Poland** the Act of 7 September 1991 on the education system, defines lifelong learning stipulating it can be run in full-time or distance learning.

The essence of distance education is the lack of barriers and restrictions on access to education, as well as adjusting the pace of learning to individual capabilities, which is particularly important for older people. Unfortunately, the difficulties encountered related to the low level of computerization of the elderly (computer literacy, access to the Internet).

There are also different forms of activities with educational element for older people in **Poland**. The Ministry of Culture Heritage "Cultural Education" implemented since 2009 are subsidized tasks aimed at intergenerational integration and activation of the elderly. The projects focus on developing creativity seniors through their participation in a variety of interactive arts activities, including setting up interaction with young people. Subsidized is the largest interdisciplinary festival of artistic Universities of the Third Age

"International Juwenalia Third Age" a form of a meeting and integration of various artistic movements of countries. Every year, the event involved 2,000 people from Poland and other European countries.

Ministry of Labour and Social Policy (Policy Department of seniority) runs the "Government Programme for the Elderly Social Activity for 2012-2013", which was adopted for the implementation of the following objectives: Co-financing of development and the creation of new learning opportunities for older people within existing organizations (eg in the form of UTA, other NGOs); Support the creation of new branches UTA in disadvantaged areas using the existing infrastructure of educational and cultural activities; Increasing access to educational activities for the elderly.

TURKEY

In **Turkey** Life-Long-Learning Centres organise courses for the elderly people in various subjects, such as literacy, hand crafts, arts, music, etc.

Solidarity Centres for Elderly People give training on tackling with social and psychological issues faced by elderly people.

There are also lifelong learning programs involving the elderly persons organised by various government or local government bodies or the NGO's and other form of private initiatives.

UNITED KINGDOM

UK initiatives include very diverse forms of education and cultural activities.

The Open University (established in 1969) offers part-time higher education, supported distance and open learning for undergraduate and postgraduate qualifications. Although it is not exclusively designed for the older age group people, many mature people wishing to study at higher education level do take this route rather than traditional attendance at a university.

The National Institute of Adult Continuing Education (NIACE) is a charity, which aims to encourage all adults to engage in learning of all kinds. Initiatives include:

Adult Learners' Week is the UK's largest and longest running learning campaign. Held each May, it encourages thousands of adults, whatever their age, and background, to give learning a go.

The Quick Reads initiative is a major collaboration between leading authors, publishers, government bodies, educationalists, the BBC and many more. Quick Reads are ideal for adults who are new to reading or who find reading difficult. Written by bestselling authors and celebrities, Quick Reads are short and exciting books.

The Dark Horse Venture is a national charity which encourages retired and older people to get involved in a wide range of new activities and interests, which can be divided into four categories – giving and sharing, learning and doing, exercising and exploring, generations working together.

Local guilds, women's and workers organisations also get involved in educational activities for older adults.

Important roles can be played by faith initiatives – many communities undertake sharing information and education through their regular meetings, coffee, lunch, etc. An example is a African Caribbean Group based in Liverpool who arrange speakers advising on a range of topics, their rights to benefits, health issues relying on their contact with local groups such as Age Concern to take up group or individual queries. There are many church groups within Sefton and we engage with them by giving presentations and relevant information. Partnership working with the area is good and has proved beneficial to local older people.

3. HEALTH

Health care for the elderly should cover all aspects of physical, psychological, functional and socio-economic development.

Comprehensive geriatric assessment is a fundamental principle of conduct in geriatrics and aim is to reduce dysfunction, you can manage the process of diagnosis and eligibility for certain medical procedures and services, thereby allowing proper adjustment of treatment and care for the patient in the elderly.

Health care for the elderly is organised in all the project countries, although there are important differences as to the involvement of private and public bodies as well as costs of the health care services and insurance.

BELGIUM

In **Belgium** health costs are being covered by the health insurance, however they do not comprise hospitalization costs, which are covered by a separate, non-obligatory insurance. The health care insurance also covers a part of medication costs and a specific arrangement called "Maximum invoice" is adopted: when the health costs of a family exceed a certain limit, additional costs do not have to be paid.

Also in **Belgium** there is a Federal authority dealing with health care apart from several health insurance organisations. Assurance agencies offer hospitalization insurances.

ITALY

In **Italy** the regulations also cover health services for the elderly. Elderly aged over 65 years who belong to a family with a certain annual income have the right not to pay public medical and health expenses (Law 537/1993 and subsequent amendments and supplements). The specific legislation is transferred to each region in the country. In addition to this, there is an intense activity carried out by voluntary associations that offer – free of charge or at reduced rates - health services for elderly.

In **Italy** there are various actors involved in the sector: Government, regional governments, municipalities in line with its own legislation. In Italy there are many associations whose aim is to provide health care.

The Italian Red Cross Association (CRI) with its operating committees located throughout the country. The relief activities for those suffering are expressed primarily in health services performed by CRI. In most regions, C.R.I. has an agreement with the local health authorities and responds to health emergencies with mostly volunteer staff, highly trained and qualified to deal with emergency and / or crisis situations. Furthermore the organization offers transport of people whom for their conditions require special equipment, even if they are not in emergency conditions. **In Italy** there are various Actors involved in the sector: Government, regional governments, municipalities in line with its own legislation. In Italy there are many associations whose aim is to provide health care.

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POLAND

In **Polish** law, several laws, including the constitution, speaks of universal access to free health services. Article 68 of the Constitution guarantees equal access to health care for all citizens of the country. It also indicates that special care should be included pregnant women, children, the disabled and the elderly.

The Act, which specifies who is entitled to free medical services, is the Act of 27 August 2004 on health care services financed from public funds (Journal of Laws No. 210, item. 2135, as amended. D.). These rights apply to all persons who are covered by public health insurance, paying the premium care. Almost all belong to this group - if a contribution is deducted from the salary of people whose financial situation they will not allow it, then the premium is paid from the state budget. In practice, this means that almost all people in the country have access to free medical care.

Also the local government is responsible for the healthcare needs of residents. The tasks of municipalities, counties and regional government include the development, implementation and evaluation on the basis of an analysis of health needs and the health of residents and health programs. Health programs can develop, deploy, implement and finance ministers, local authorities and the National Health Fund.

Payer for health care services is the National Health Fund.

Medical care for the elderly in **Poland** includes the following sectors: primary health care (PHC), long-term care, palliative care and hospice, and geriatric care. National Health Programme for the years 2007 - 2015 as one of the operational objectives of the selected population took to create the conditions for a healthy and active life for older people.

In **Poland**, at the level of provinces implemented a number of national programs in the field of health for the elderly. Since 2003, operates the National Programme for Prevention and Treatment of Diseases, Cardiovascular - POLKARD, whose aim is to equalize disparities - conditioned equipment base - to patients' access to highly specialized medical services such as in the field of cardiology, cardiac surgery, neurology, neurological rehabilitation, vascular surgery. In the long term, it may also contribute to the reduction of morbidity and mortality from heart disease and circulatory system as well as reduce the economic impact of disability and premature mortality.

Examples of other health programs include : "Rehabilitation and support for physical activity for seniors, residents of the city of Czestochowa for the years 2013 - 2017"; "Prevention Program for the third and fourth century", implemented by health care facilities in Katowice; "Vaccination against influenza persons over 70 years of age" as the prevention aimed at seniors in Gdansk with a medical indication for vaccination.

Additionally in 2007, the Minister of Health established the Panel on gerontology, which includes the best national experts in the field to prepare (in the form of the Minister of Health) changes in the area of health care for the elderly and standards of comprehensive geriatric care.

TURKEY

The Constitution of The Republic of **Turkey** (1983) states that actions for the benefit of the children, elderly people and disabled people do not have to comply with the equality principle.(Positive discrimination for the disadvantaged groups) (Law No:10/2), Social Security Institution Law (2006) (Law No:5510)-The Social Insurance and General Health Insurance Law (2006-2008) (Law No: 5489), Pension Fund for Poor, Needy, Disabled and Elderly Citizens Above 65 Years of Age Law (1976) (Law No:2022). The health services are free of charge for the financially disadvantaged 65+ people according to the legislation listed above.

Among the institutions that provide health care to elderly people in **Turkey** are Family Physicians, State Hospitals, University Hospitals, Home Care Services and Community Health Centres (Geriatric Care Centre, Geriatric Policlinic, Geriatric Care Units). – There is a special Department of Chronic Diseases, Elderly Health and Disability in the Ministry of Health of **Turkey**, The Turkish Ministry of Health, prepared "National Action Plan" on services for Ageing and health care for the elderly in 2011. (Also prepared in 2002 and 2007). The Ministry of Health also developed "Diagnosis and Treatment Guidelines for Elderly People" within the scope of implementing the family practitioner scheme. In addition, trainers' guidelines for geriatric health have been prepared for trainers to be assigned to public training programmes. In **Turkey** there are many associations whose aim is to provide and improve elderly health care: The Turkish Red Crescent, Association of Protection of Elderly(1982), Geropsychiatry Association (1994), Turkish Geriatrics Foundation

(2001), Turkish Geriatrics Society (2002), Geriatrics and Gerontology Association (2003), Academic Geriatrics Association (2005), Elderly Platform of Turkey (2009), Turkish Medical Association (1953)

The Turkish Geriatrics Association together with Turkish Physical Treatment and Rehabilitation association organizes a training course titled Our Health is a Priority for Active Aging for the elderly people

UNITED KINGDOM

In the **UK** health care is covered by many legal Acts such as one regulating functioning National Health Service (NHS) of 1947, Chronically Sick and Disabled Persons Act 1970, National Framework 2007 – revised 2013.NHS and Community Care Act. - Human Rights Act 1998, Fair Access to Care, and **the Health and Social Care Bill2012..**

The latter legislation has caused reorganisation in the provision and delivery of services. The changes in the health and care system it is hoped will

- improve the quality and choice of care for patients and increase transparency for taxpayers.
- Give general practitioners and other clinicians the primary responsibility for commissioning health care,
- Create a coherent system of regulation for providers to drive quality and efficiency
- Limit Ministers ability to micromanage while ensuring they remain ultimately accountable.

Access to NHS services for the public continues to be based on need not ability to pay, **and** local authorities will have a much stronger role in shaping services and will take over responsibility for local population health improvement.

New Health and Well being Boards will bring all parties together to share decisions and an example of this is that Liverpool has produced a draft Joint Strategic Needs Assessment for 2013 – 2014 in an attempt to identify the key issues affecting the health and well being of local people.

Concerning day-to-day services, British patients enjoy primary health care or hospital care, which is covered by the health insurance. **Older People** do not have to pay for eye tests, no charge for prescriptions, dentistry is free for those on certain benefits, Chiropody is free for older for appointments can be hard to organise.

Bodies responsible for the health care of elderly citizens in the UK are mainly General Practitioners – some practices refer to Local Authority health centres for activities and advice on weight loss, etc. Local authorities have to identify the number of people registered disabled and provide appropriate resources. The Food Standards Agency is responsible for food hygiene monitoring. There are

also open spaces parks etc., which are the responsibility of local Authorities and provide staff and volunteers to undertake e.g. walks for health and leisure /lifestyles facilities which do not charge joining up fees for those 60 plus and offer advice on healthy living.. The National Health Service promotes "Five steps to mental wellbeing: connect, be active, keep learning, give to others, take notice" and this information is shared in many forms with the general public.

The national HealthWatch initiative is a part of administrative changes since April, supported by local Authorities and including public involvement.. Liverpool City Council has a formal strategy regarding fuel poverty and attempts to target funding towards vulnerable groups. The Government and other supporting groups, under the "Full of Life" banner, have made UK Older People's Day the focus of a wide programme of activity, celebrating later life

UK Older People's Day is on 1 October to coincide with the UN International Day of Older Persons. People are living longer and 23% of the UK will be aged 65 and over by 2035. The main aim for the day is to be a national celebration of the achievements and contributions that older people make to our society and to the economy. Older People's day will support the campaign to challenge negative attitudes and out-dated stereotypes.

4. CULTURAL AND SOCIAL ACTIVITIES

As the previous report has shown the older persons are eager to engage in cultural and social activities. This area, unlike employment and health care usually is not regulated by the law. Although it is worth mentioning, that the right to independent living and participation in social and cultural life is stipulated in the article 25 of the Charter of Fundamental Rights. However, all the countries show many public and private initiatives designed either to facilitate the access of older persons to cultural events.

Activities involving the elderly should include the existing facilities of social infrastructure: schools, libraries, all public institutions aimed at satisfying the needs of residents of the community.

BELGIUM

For example in **Belgium** at the regional level (Flanders): persons from age 55 enjoy discount on cultural activities.

The majority of the Belgian older adults is member of a (local) association, club, sport associations also get involved in specific campaign for older adults.

ITALY

In **Italy**, at governmental and regional level, a legislation finalized to ensure active services in the field for elderly people does not exist.

A specific Decree¹⁰ for the promotion of cultural sites provides for free entrance to public museums or parks for people over 65.

Some municipalities located on the national territory, in line with their own reference standards, promote activities in the field. The municipality of Milan, for example, promotes the service called "Occupational Laboratories", namely places where the elderly (over sixty partially self-sufficient) are welcomed a few hours a day, in the afternoon, primarily for socializing and support activities in daily life. Psychomotor activities and thematic workshops are carried out to enhance the capacity and autonomy of the guests; services for personal hygiene are provided, including pedicure and hairdressing. It is possible to have snacks and diet supplements. A transport service from home and vice versa is also active.

In **Italy** there are also many associations that promote social and recreational activities for elderly. Among them, for example, we can highlight is "Società cooperativa sociale onlus Bethlem" - <http://www.bethlem.it/progetti.html>

POLAND

In **Poland** there are days of free access to museums, use of libraries is free of charge and many cinemas, theatres, public events organisers offer discounts for seniors. Currently, a large number of emerging new private theatres can often find interesting special offers targeted to different age groups, including seniors. Pensioners and disabled people with carers have the statutory discount on tickets to all state museums.

An interesting idea to increase the activity of seniors is carried out in cities like Wroclaw, Krakow, Poznan, Gdynia and Tomaszów Mazowiecki: there are "senior-friendly places" in cafes, restaurants, museums, and all the other cultural institutions where senior citizens may enjoy nice atmosphere and suitable for their needs conditions.

The national and local governments also organise activities specifically designed for the elderly. One of the ways to attract older people to social activities is organisation of voluntariat. In Belgium Law on volunteering regulates the sector providing also for specific rules on liability and expense allowances.

In **Poland** City of Gdynia subsidizes Senior Activity Centre, which carries out a series of cultural events, including measures to promote active participation in the social life of older people, such as festivals, concerts, art exhibitions, dance evenings.

The **Polish** Ministry of Culture and National Heritage is implementing a number of projects in support of social activity. One of the examples include a program called "50 + New Age Culture" , Association by Teatr Nowy to encourage attendance in theatre plays. The Association offers a series of intergenerational workshops and cultural events.

¹⁰ "Decreto Ministeriale 11-12-1997 n. 507 Regolamento recante norme per l'istituzione del biglietto d'ingresso ai monumenti, musei, gallerie, scavi di antichità, parchi e giardini monumentali dello Stato. Pubblicato nella Gazz. Uff. 12 febbraio 1998, n. 35"

TURKEY

In **Turkey** since 03.09.2012 due to decision of Ministry of Culture and Tourism people who are at the age of 65 and over can enter public museums and historical ruins free of charge.

In Ankara - the capital of **Turkey** – Metropolitan Municipality carried out a project named “Elderly Clubhouse” to increase the life quality of elders and prevent the social isolation of elders¹¹. Elderly Clubhouse came into operation in 28.06.2005. Those aged 50 and over can benefit from this clubhouse’s services by becoming a member. The services include computer and internet use, health services, library, billiard room, air hockey game, Ping-Pong, chess and etc. The centre opens at 09:00 and closes at 18:00 o’clock. There is also bus transportation from elderly’s homes to the clubhouse free of charge. By the date of 31.10.2012 there are 3 clubhouses in Ankara and these clubhouses have 6864 members.

In **Turkey’s** third biggest city **İzmir**, the municipality also supports elderly people’s socialization. A centre named “Getting Age Healthy and Solidarity Centre” was opened in 2007 by the municipality and has the same mission with Ankara’s Elderly Clubhouse. The centre is open from 09:00 until 18:00 o’clock. When you become a member of the centre you can get the services free of charge. In this centre people over 55 come together, participate physical and cognitive supportive activities, like sports, singing in a choir or visiting touristic places in and around İzmir. Some informative assemblies are also arranged about health topics like Alzheimer for elders. Today the centre has 525 members.

Likewise Ankara and İzmir, Konya Metropolitan Municipality opened some clubhouses named Retirees’ Clubhouse and various courses are taught in these centres.

İzmir Metropolitan Municipality is planning to put into service an elderly culture and art bus for preventing Alzheimer by activating the elderly. By the help of this mobile solidarity and rehabilitation centre-bus, the municipality aims to reinforce in terms of culture and art the elderly people who can’t come to the city centre’s social life because of senility.

In **Turkey** there are many associations that support elderly people by social activities. Two most famous of these associations are Türk Geriatri Derneği (Turkish Geriatric Association) and Alzheimer Derneği (Turkish Alzheimer Association).

Türk Geriatri Derneği arranges some symposiums to inform elderly people about topics that concern seniors (life quality, health issues, osteoporosis, productive aging, medicine usage, etc.). This association also organizes special day celebrations for elders, for example national Elderly Week (18-24th March), international Elderly Day (1th October).

¹¹ (<http://www.ankara.bel.tr/sosyal-hizmetler/yasli-hizmetleri/yaslilar-lokali>).

In most cinemas elderly people get a 30 % discount most of private museums give 50 % discount for elders (for ex. Pera Museum or İstanbul Museum of Modern Art) or some of them are free (for ex. Sabancı Museum in İstanbul).

In İstanbul Türkiye Alzheimer Derneği opened a Daytime Nursing Home in 02.05.2011 to socialize Alzheimer patients and support their relatives about nursing of patients. Alzheimer patients can take part in both rehabilitation studies and social activities like gym, music, dance or handicraft in this centre under the supervision of doctors, psychologists and other specialists. The capacity of the nursing home activities is 20 and each patient can go to the nursing home three times a week at most.

The association has also been arranging special meetings in İstanbul called Tea Time with Alzheimer patients on every month's first and third Wednesday from 14:00 until 17:00 since 2010. In these meetings patients can participate in the activity they want, for ex. painting, rhythm studies, dance, breathing exercise or physical exercises.

There is a tradition in Turkey which provides elders a best socialization opportunity, which is named "Day". This "day" means for Turkish people, "a special periodic meeting day" in one's house nearly every week or once in two weeks. Although every age of women could arrange these meetings with her friends, especially older women prefer getting together in each other's house and organise these "days". At the day, the householder elderly women prepare some pastry and tea for her guests. And the other "day" takes place in another member's house. This activity is also an appropriate occasion for cultural sharing; neighbourhood culture, traditional handmade lace models, traditional cook recipes. Sometimes daughters of the members can participate the day and a cultural sharing occurs between generations.

UNITED KINGDOM

In the **UK** local authorities provide leisure facilities such as libraries, allotments, parks, swimming pools, tennis courts, football pitches etc. where 60+ citizens receive financial concessions. They also enjoy free entrance to museums and art galleries. Bus travel is also free.

The Government and other supporting groups, under the "Full of Life" banner, have made UK Older People's Day the focus of a wide programme of activity, celebrating later life. In Great Britain ethnic community groups also get involved in activities for seniors.

Liverpool has a long history of volunteering. The Citizens Advice Bureau (CAB) service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. PSS (Personal Service Society) is a charity enterprise that delivers support services for people with a range of needs in Liverpool, Sefton, Wirral, North Wales, Barnsley and Glasgow.

Age Concern Liverpool & Sefton (founded in 1928) is acknowledged as a key advocate for older people and additionally provides a wide range of services for including advice and information and home support.

Age UK is a national charity advocating for older peoples' needs and providing a wide range of support services.

Promoting community involvement of older people is of paramount importance. These actions are only possible while ensuring a reliable, mainstream information not only the Internet, but using traditional channels of information. The church as a place where older people meet can and should serve as information about the various forms of social activity. Liverpool has an active Senior Citizens Forum which is facilitated by staff from Age Concern Liverpool and Sefton. Membership provides extensive knowledge and from a wide range of older people, some of whom have experience of working at board management level in national organisation sitting alongside representatives from faith communities, charities. All members work towards speaking for older people and advocating that their voices are heard, listened to and equal partners in decision making for change.

Within Sefton Older People's Forums have been operating for 10 years. These are open to all older people. The concept of the Forums is to involve older people in the planning and shaping of services which affect the quality of life, health and wellbeing. The aim is to maximise the voice of older people and influence policy and practice. The Forums are very active at present in the production of Sefton's "Strategy for Older People 2014-2016". Up to 12 members of the Forums are selected as representatives on the Sefton Partnership for Older People (SPOC). This is a strategic multi-agency partnership set up with the express intention of bringing together older people and statutory sector representatives on a 50-50 basis. The intention is to listen and respond to older people's views and needs. The prepared "Action Plan" is under constant review, ensuring that the Strategy will not just sit on a shelf! Sefton Partnership for Older People has produced a DVD explaining all about the work done.

5. ACCOMMODATION AND DAILY CARE

As we could see from the previous survey independent living is very important for seniors. In a majority of countries there are very few measures aimed at helping older citizens to live by their own and to provide care or assistance at the same time.

BELGIUM

In **Belgium** several authorities at different levels (Regional, provincial and local level) provide extra allowances for adaptations of the house. There are also different types of accommodation for older persons such as Centres for short residencies or Service flats. It is also possible to obtain day or night care.

In Belgium the “allowance for help of elderly” is a financial allowance for persons aged 65 years or older who have additional costs due to diminished ability to live independently. At the regional level (Flanders) there exist a “care insurance” which partially covers non-medical costs (like formal and informal care).

There are institutions providing formal care at home such as Nursing services at home, Services for home help, GPs and Public centres for social welfare. Several organization support informal carers as well, among which there is the health insurance services¹².

ITALY

In **Italy** there is a dense network of associations that work to provide accommodation for elderly. Among them, for example, we can highlight: Fondazione Scarpari Forattini Onlus

In **Italy** there are “Day care centres for elderly” (reference legislation is regulated by the individual municipalities) structures that offer various social welfare services to third age people. They are intended to be a meeting point, for aggregation and are a useful tool for social integration and serenity. The centres for elder people start in the seventies as places for socialization and meeting with other people. They started because there was a growing demand on behalf of the retired and elder, that with the initiation of the municipalities managed to set up a structure that can keep them company and can engage their time.

The activities that the service may provide include Social engagement activities, Recreational activities, cultural activities, associative activities, internal and / or external interest activities.

another service that municipalities offer is to provide information, activate services and guide the elder towards a service that responds to its needs.

In addition, there is an intense activity carried out by voluntary associations that offer care services to the elder free of charge or facilitated rates.

In **Italy** there is a dense network of associations that work to provide day care for the elder. Among them, for example, we can highlight Fondazione Centro di Accoglienza per Anziani - Onlus¹³.It offers the following types of services: medical and nursing assistance; social-welfare services; physiotherapy, psychomotor, animation, counselling room, restaurant, religious assistance; hair dresser, pedicure.

POLAND

In **Poland**, there are no specific legal requirements that regulate housing issues of older people. A large proportion of seniors in Poland owns (full ownership, cooperative ownership right to the premises) apartment or a house. Some of them live in an apartment or house, which is jointly owned (children, grandchildren, parents). A smaller part of the apartment is a tenant, accommodation facility, rent a room or house or a flat.

¹² www.mantelzorg.be

¹³ <http://www.fondazioneanzianilonate.it/>

Older people largely independently run the household. Belonging to this group, both single people who have either never had a life partner, or have lost it, and holding a pair of double folded elderly. Some people live with their children (or their parents), and also shared an apartment with her grandchildren or other members of the household. Multi-generational families living together reduces the cost of maintaining the farm, but it can be a cause of some discomfort, embarrassment resulting from a small area of the premises, the differences in habits and habits of younger and older members of the family.

In **Poland** there are a number of laws related to the operation of nursing homes: The Act of 12 March 2004 on social assistance and Regulations of the Minister of the Minister of Social Policy of 19 October 2005 on social welfare and of 28 July 2005 on the family care houses.

Nursing homes in Poland are public or private, can be run by (after having received consent by the governor) local governments, catholic church or other religious organizations, foundations and associations, other legal entities and individuals

In **Poland**, there are nearly 900 nursing homes. Centers must provide accomodation, meals and assistance with basic activities of life. They also provide a number of so-called. Support services, which comprise, for example, occupational therapy, should take care of the physical fitness of its citizens and meet the needs involving participation in religious activities and culture. They also need to create the right conditions for the development of self-management of their inhabitants. They should also seek to establish, foster and develop contacts with family and residents of the local community. Social welfare activities should help people in becoming independent and, in some cases, finding a job. Nursing home resident's rights must be observed, which especially concerns their right to respect and privacy. They also must have access to information. Residents can also file complaints and requests. Additionally, if the resident do not have their own income, nursing home fund the expenses for their personal belongings. However, care for the elderly in nursing homes is paid according to the rate set within the local legislation. Residents cover the cost of staying in a nursing home but it may not exceed 70% percent of their income. Sometimes the amount of fees and grants per capita is not sufficient, so local governments cover the difference.

Daily Nursing Home is a good way out for families who are caring for elderly relatives, and for single seniors. If they do not need to stay in the all day facility, but can not cope with everyday duties, may seek admission to one of the Houses Daily Social Welfare. Day Care Homes arrange for their clients many attractions – like trips to museums, theaters and cinemas. However, the primary function is, of course, care for the elderly, so they can benefit from occupational therapy, rehabilitation and nutrition. Stay in DDP not only meets the needs of living, but also emotional seniors. They may be in the company of a similar age, make friends and friendships, and pursue their passions. To

find a place in such a medium is to apply to the Social Welfare Centre. Subsequent environmental history determines the physical and life seniors. A request for admission to the Day Care Home can also be sent by a social worker who takes care of a lonely person in the elderly. In **Poland** there are over 200 private nursing homes. He is in them, more than 13,000 residents. The cost of staying in a private home or boarder shall personally pay for his family. Conditions, including the fees depend on individual arrangements homeowners from the standards prevailing in the home, as well as the patient's health. The more treatments and extra-curricular activities of the paying guest, the cost of living is higher. In Poland long-term care nursing is one of the health care services financed from public funds. With this form of assistance can enjoy staying at home chronically ill patients, including the elderly. This type of provision is for those that do not require hospitalization, inpatient wards, but due to his health problems need systematic and intensive care provided by a nurse at home. Referral to this type of benefits issued by a primary health care. The nurse with the patient or his family established a care plan for the patient.

The long-term care can not be applied for a person eligible for nursing home those in the terminal state and persons who need care due to their difficult social situation or malignant disease.

Long term care is regulated by the Ordinance No. 83/2011/DSOZ of the President of the National Fund for Health of 16 November 2011 laying down conditions for the conclusion and implementation of agreements such as nursing and care services in the long-term care.

TURKEY

In **Turkey** Even if widespread service is provided in the field of institutional care in our country, works for improving nursing at home and new implementation examples such as adjusted housing for elderly people are beginning to be seen.

Usually services are offered for those who can no longer live on their own and require assistance. In Italy There are nursing homes (Residenze Sanitarie Assistenziali - R.S.A.), which are retirement homes - non-hospital facilities with some traces of healthcare services that offer permanent accommodation to senior citizens in need of care and assistance (Guidelines schemes for residential care for the elderly - published by the Ministry of Health on May 31, 1991, subsequent laws, amendments and supplements). R.S.A. are meant for not self-sufficient people who are over 65 years old besides their services that are hotel type ,assistance, health and rehabilitation services are also integrated,

In İzmir province **Turkey** centre of a governmental nursing home, rendering daily care service to elderly who are in need of care has started. In our country, there are commitments to establish daily care centres for elderly belong to municipalities.

Furthermore, Ministry of Family and Social Policies is established as a new ministry, Elderly Service Centres (YHM) connected to provincial directorates are put into practice actively. It is aimed on YHMs to make elderly, who live on their homes, do various activities on their free time, increase their social relations, support them to develop daily life activities, increase their quality of life and help

them to continue their life in a healthy way. All over the country, there are 5 YHMs and 1100 members.

In Turkey daily care service is not widespread but it seems to develop.

An. YHM centre is available with 15 members only within the body of a private institution. Private institutions announce that they can render daily care service, there are two centres trying to provide daily care service in a limited way in İstanbul and İzmir belong to Alzheimer Association, meetings are held to increase this service and studies are carried out on this subject in other cities.

UNITED KINGDOM.

In Great Britain there are several legal acts concerning provision of services and accommodation although not necessarily only the elderly. Among these one can mention The Local Authority Social Services Act of 1970, Chronically Sick and Disabled Persons Act of 197, NHS and Community Care Act of 1990, Fair Access to Care of 2003 and Mental Health Act of 1983 (amended in 2007), Mental Capacity Act of 2005 as well as Carers Recognition Act and Human Rights Act , Equality Act, again applicable.

In the UK local authorities have a duty to follow eligibility guidelines and undertake assessments, including assessments of those who provide care (Carers Recognition Act has resulted in right of carers to assessment and their own strategy document.). The right to an assessment is one of the few clear cut rights in community care law. Once assessment is completed the local authority has a legal duty to decide whether to provide services to meet your identified needs and an absolute duty to meet eligible needs.

Eligibility criteria can vary from one authority to another but once needs are identified than they must be met. Following a full financial assessment you may be expected to contribute to the cost. However in Scotland and Wales there are variations in the law and costs are not charged for some services.

Needs are identified within the NHS and Community Care Act as follows:

- Assistance in the home – this is usually in the form of domiciliary care but not cleaning. services in connection with health and social care needs, i.e. personal care, washing, dressing, prompts regarding medication
- respite in various forms, - which is often to ease the work and stress on carers. This may be provided in residential /nursing homes or within the individuals home if a carer goes on holiday.
- day care, often provided now by charities and/faith groups,
- night sitting services,perhaps for those who need palliative care or again to ease pressures upon carers.
- provision of aids and equipment to help with daily living tasks and for home safety.

- provision of home adaptations, prepared meals delivered to your home,
- advice and information about services and benefits, assistance in placement in various types of supported housing.
- community transport,
- Local Authorities do not provide many of these services but act as brokers.
- re-enablement, intermediate care services are provided by 3 local homes owned and managed by Liverpool City Council.

Local Authorities have responsibility under the mental health legislation to provide trained social work staff to aid assessment and provide support of people thought to be suffering from a mental illness. Also all professionals have a duty to comply with Code of Practice in Mental Capacity Act supporting those people who are said to lack capacity to make decisions for themselves.

In the UK many charities provide services for the elderly. Age Concern provides domiciliary care and shopping services, residential and nursing home facilities are now predominantly in the private or charitable sector. Some intermediate care is provided in local nursing homes which are owned by private sector.

There are over 10.000 registered care and nursing homes in England. Residential and nursing care is means tested. If nursing care is necessary you can receive an allowance towards the fee. If your needs are identified as severe, then the new clinical commissioning group can consider an application for full cost of care, either at home or in an institution, under the continuing health care duties as laid down in The National Health Service Commissioning Board responsibilities.

In many cases health and social care needs overlap. For instance an older person with diabetes might have a district nurse calling to address leg ulcer, care support worker to help wash and dress and lunch time calls to heat meals and evening calls to help wash, dress and assist to bed.

Pressure upon budgets has caused major issues with staff being paid minimum wages, with little or no training, not felt valued and expected to assist some of the most vulnerable people in our society.

6. TRANSPORT

Transport services are essential: those who cannot travel easily do not take advantage of many other services designed to increase quality of life of elderly persons.

Very often the most convenient means of transport is an own car. In many countries, like **Belgium or Poland** there is no age limit for driving license and one can obtain the licence and hold it even in quite advanced age, as long as one's physical condition allows it.

BELGIUM

In **Belgium** people aged 65 or more get a discount on their train tickets from Monday to Friday, when travelling between 9.00 a.m. Local buses are for free for people aged 65 or more

ITALY

In **Italy** for those who turned 60, the urban transport plan provides, in many municipalities, badges that allow taking advantage of special offers and discounts, that can vary according to income and age. Thus there are specific benefits for the elderly and each municipality has its own legislation. For example:

In Rome, elders over-70 with a specific income, can travel free on buses, trolleybuses, trams, and metro lines.

In **Italy** there are also private associations whose mission is meant to provide better mobility to people temporarily or permanently deprived by this possibility. For example: CTA trasporti anziani e disabili and -Ti accompagna Onlus.

Discounts and allowances, are offered by Trenitalia in favour of elderly over 60. And what is interesting also the national airline offers a reduced "Senior fare" to all people over age 65. A 30% discount is applied on domestic flights, while cost reduction varies for international flights depending on the final destination.

POLAND

In Poland pensioner can get a discount on LOT Polish Airlines for passenger flights. They offer pools of tickets at a special price, allocated for seniors. These tickets have the right people who are at least 60 years of age. Discounts are granted in the amount of up to 25 percent.

In **Poland** there are over 200 private nursing homes. He is in them, more than 13,000 residents. The cost of staying in a private home or boarder shall personally pay for his family. Conditions, including the fees depend on individual arrangements homeowners from the standards prevailing in the home, as well as the patient's health. The more treatments and extra-curricular activities of the paying guest, the cost of living is higher. In Poland long-term care nursing is one of the health care services financed from public funds. With this form of assistance can enjoy staying at home chronically ill patients, including the elderly. This type of provision is for those that do not require hospitalization, inpatient wards, but due to his health problems need systematic and intensive care provided by a nurse at home. Referral to this type of benefits issued by a primary health care. The nurse with the patient or his family established a care plan for the patient.

There are also special services organised for those persons with restricted mobility. In **Poland** there are over 200 private nursing homes. He is in them, more than 13,000 residents. The cost of staying in a private home or boarder shall personally pay for his family. Conditions, including the fees depend on individual arrangements homeowners from the standards prevailing in the home, as well as the patient's health. The more treatments and extra-curricular

activities of the paying guest, the cost of living is higher. In Poland long-term care nursing is one of the health care services financed from public funds. With this form of assistance can enjoy staying at home chronically ill patients, including the elderly. This type of provision is for those that do not require hospitalization, inpatient wards, but due to his health problems need systematic and intensive care provided by a nurse at home. Referral to this type of benefits issued by a primary health care. The nurse with the patient or his family established a care plan for the patient.

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long-term care is regulated by the Ordinance No. 83/2011/DSOZ of the President of the National Fund for Health of 16 November 2011 laying down conditions for the conclusion and implementation of agreements such as nursing and care services in the long-term care.

In Poland transport services are covered by the rebates for older people, especially pensioners and the disabled. Discounts on travel by public transport are determined on the basis of the resolutions of the City Council.

In most Polish cities to seniors after seventy-year old can navigate through your city for free. The exception are Bydgoszcz and Torun - where you can enjoy free travel by public transport after completing 65 years Seniors who have not completed the above-mentioned age and the age of retirement and draw benefit, can take advantage of 40-50% (the amount of discount depends on local authorities) reduction on urban transport. Persons over the age of 70 are also entitled to limited number of train travels with reduced fare.

TURKEY

In **Turkey** due to the Legislation of Metropolitan Municipality dated 10.07.2004, services are performed in accordance with the situations of the disabled, elderly, hospices and people who have low income. The President of Turkey declared at his speech dated 12.02.2013 that new arrangements will be made about transportation and people over 65 will use domestic trains, ferries and municipality bus lines free of charge across Turkey. However this regulation hasn't been put into practice yet.

According to the Municipality Legislation in three metropolitan municipalities, Ankara, İstanbul and İzmir, for those who are 60 and over 60, transport is provided by a special card, named "Age 60 Card". Elderly people pay 10 TL (4 Euros) to get a card and pay 100 TL (40 Euros) to use all means of public transportation all year round. For normal citizens one usage of any public transportation vehicle costs 1,85 TL. (0,80 Euros).

There is also one more special elderly card in these three metropolitans. This card is for people who are over 65 and have no social security, regular income or anyone who is responsible to take care of him or her. It is a free card to use public transportation.

Konya Metropolitan Municipality also has a transportation card for elders. Furthermore all metropolitan municipalities have special regulated buses considering elders with low steps and wide free field for wheelchairs.

On domestic train lines people who are at the age of 60 or over have a 20 % discount and could travel unlimitedly in a month by Train Tour Card at discount rates.

İstanbul Metropolitan Municipality has a call number 153. This phone line offers lots of services. One of them is transportation from homes. If you dial 153 and then press 3 you can ask for free transportation from the house to everywhere in city for disabled and elderly people whose mobility is limited. Criterions of this service for elders are; living in İstanbul, being at the age of 65 or more and to be in need of care. Nearly 250 people (both disabled and elderly people) benefit service in a day.

UNITED KINGDOM

When they reach the age of 60 residents of the UK are eligible for a free bus pass which also covers for trains journeys within certain home geographical areas. The time of usage is limited to after the rush hour but given the rising cost of transport this is a huge benefit not only financially but also in encouraging older people to be active within the community. For many a trip to the shops which costs nothing in fares maybe the only opportunity they will have to enter into a conversation with another person. The bus pass is usable in all areas of the country and in theory older people can travel the length of the country without cost.

Once you reach the age of 70, you must apply in writing for renewal of your driving licence and failure to do so can result in the loss of your licence. Obviously adherence to all speed limits is legally binding regardless of age and parking fees are only disregarded on the provision of the Blue badge system which applies to all with disabilities under the Chronic Sick and Disabled Persons Act.

Each local authority has to ensure that community transport is available to all communities and their intentions, costs and commitments are outlined in the local Transport Plan.

Older people do have purchasing power and commercial firms, national rail and coach networks offer reductions to senior citizens. Local coach and travel operators also offer reductions on holidays with transport provided which again are attractive in cost.

Other Publications

Report: The Questionnaire to Understand the Demands of Elderly People on Active Ageing

Report: Situation of the Elderly across the Countries of the Partnership

Reboot Good Practice Booklet

Reboot Good Practice Toolkit



