



# **SENIORVRIENDELIJKE STEDEN**

## **CITY&CO: OLDER ADULTS CO-CREATING A SUSTAINABLE AGE-FRIENDLY CITY**

Joost van Hoof & Jeroen Dikken

6 april 2023, Soest, NUZO & VNG Utrecht

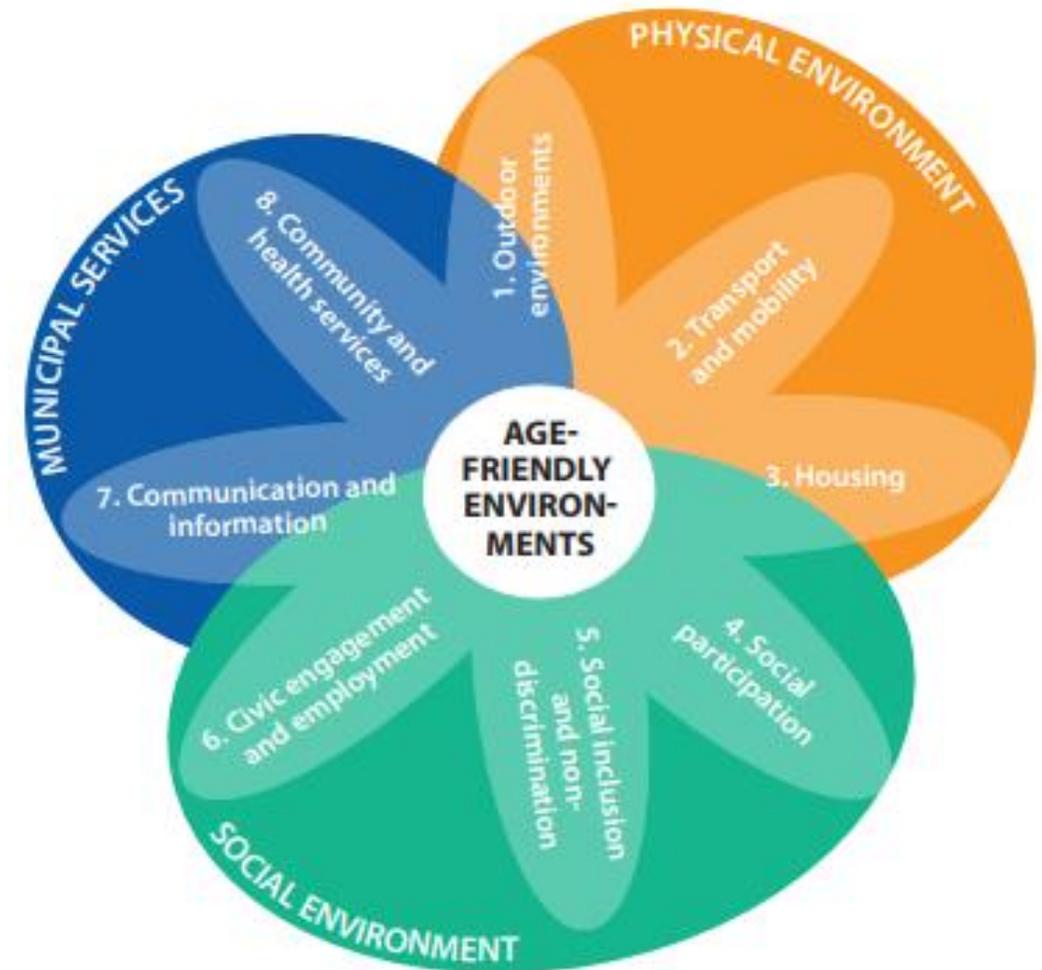
**DE HAAGSE**  
HOGESCHOOL

# Seniorvriendelijke steden / Age-friendly cities

- Wereldwijde beweging ontstaan uit *active & health ageing*
- WHO Global Age-Friendly Cities Guide (2007)
- United Nations Decade of Healthy Ageing (2021-2030): verbeteren van kwaliteit van leven van ouderen, hun naasten en gemeenschappen

Global Age-friendly Cities:  
A Guide

# Seniorvriendelijke steden Manifesteren zich op 8 domeinen



# Global Age-friendly Cities: A Guide



## Checklist of Essential Features of Age-friendly Cities

This checklist of essential age-friendly city features is based on the results of the WHO Global Age-Friendly Cities project consultation in 33 cities in 22 countries. The checklist is a tool for a city's self-assessment and a map for charting progress. More detailed checklists of age-friendly city features are to be found in the WHO Global Age-Friendly Cities Guide.

This checklist is intended to be used by individuals and groups interested in making their city more age-friendly. For the checklist to be effective, older people must be involved as full partners. In assessing a city's strengths and deficiencies, older people will describe how the checklist of features matches their own experience of the city's positive characteristics and barriers. They should play a role in suggesting changes and in implementing and monitoring improvements.

### Outdoor spaces and buildings

- Public areas are clean and pleasant.
- Green spaces and outdoor seating are sufficient in number, well-maintained and safe.
- Pavements are well-maintained, free of obstructions and reserved for pedestrians.
- Pavements are non-slip, are wide enough for wheelchairs and have dropped curbs to road level.
- Pedestrian crossings are sufficient in number and safe for people with different levels and types of disability, with non-slip markings, visual and audio cues and adequate crossing times.
- Drivers give way to pedestrians at intersections and pedestrian crossings.
- Cycle paths are separate from pavements and other pedestrian walkways.
- Outdoor safety is promoted by good street lighting, police patrols and community education.

- Services are situated together and are accessible.
- Special customer service arrangements are provided, such as separate queues or service counters for older people.
- Buildings are well-signed outside and inside, with sufficient seating and toilets, accessible elevators, ramps, railings and stairs, and non-slip floors.
- Public toilets outdoors and indoors are sufficient in number, clean, well-maintained and accessible.

### Transportation

- Public transportation costs are consistent, clearly displayed and affordable.
- Public transportation is reliable and frequent, including at night and on weekends and holidays.
- All city areas and services are accessible by public transport, with good connections and well-marked routes and vehicles.

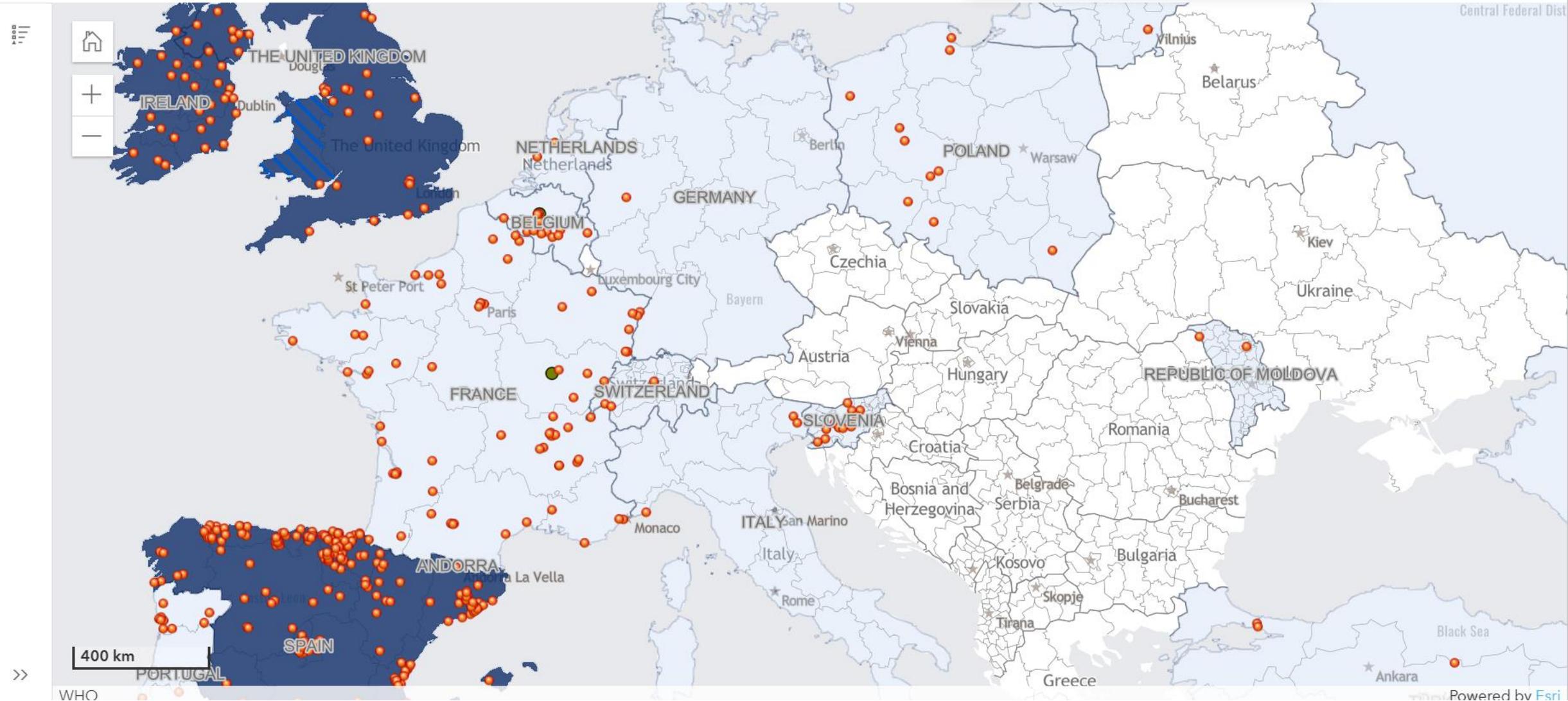


## WHO Global Network for Age-friendly Cities and Communities



# WHO Global Network for Age-friendly Cities and Communities

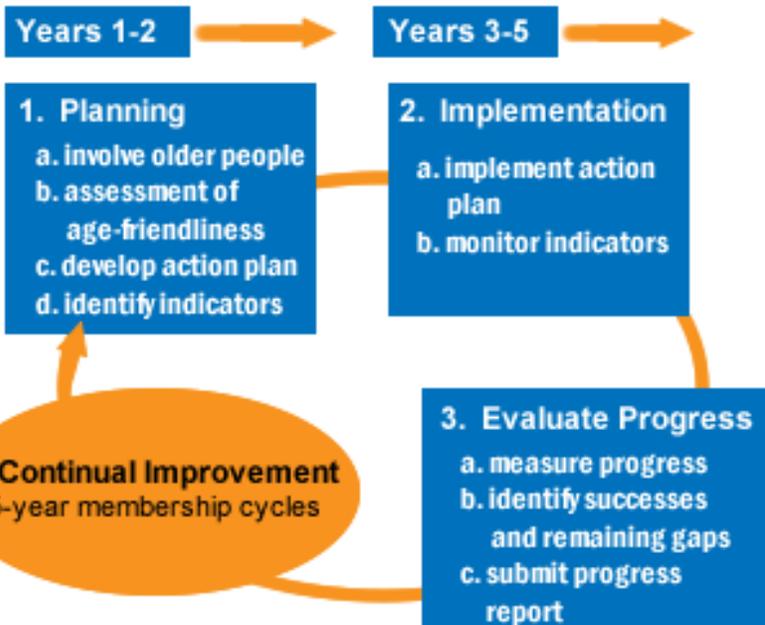
who.maps.arcgis.com



# Kennisplatform Seniorvriendelijk Den Haag

- Den Haag is lid sinds 2015
- Monitoren en meten van impact van gemeentelijke actieplannen om seniorvriendelijk te zien
- Het tweejaarlijkse Ouderenpanel uitvoeren (2020, 2022....)
- Focusgroepen en stadsgesprekken onder senioren (2021, 2023...)
- Beleidsadviezen van Stedelijke Ouderencommissie (SOC)
- Publiceren

## Cycle of WHO Global Network of Age-friendly Cities





Gemeente Den Haag:  
“Hoe seniorvriendelijk is onze stad?”

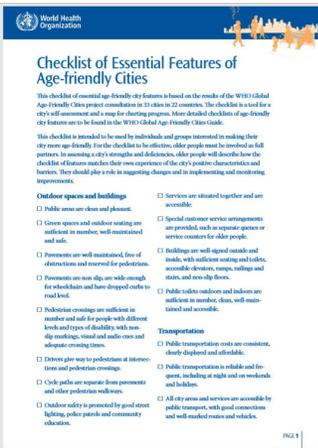
# Maar hoe meet je zo iets...?

Gebrek aan meetbaarheid van seniorvriendelijkheid was groot obstakel, zoals bij evaluatie in de 5-jarige cyclus

Bij gebrek aan beter: gebruik van *Checklist of Essential Features of Age-Friendly Cities*

Veel kwalitatieve methoden. Zeer beperkte hoeveelheid, onvolledige kwantitatieve methoden, zoals Garner & Holland (2020) Age-friendly Environment Assessment Tool (AFEAT)

Grote behoefte aan een transparant ontwikkelde, volledige, valide, reproduceerbare, betrouwbare meetschaal, ontwikkeld via het COSMIN protocol: Age-Friendly Cities and Communities Questionnaire (AFCCQ) (Dikken et al. 2020)



# De Age-Friendly Cities and Communities Questionnaire AFCCQ (Nederlands)

Vraag	Domain	Helemaal oneens	Oneens	Noch mee eens, noch mee oneens	Eens	Helemaal eens
<b>HUISVESTING</b>						
1	Mijn woning is toegankelijk voor mij	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Mijn woning is toegankelijk voor mensen die mij willen bezoeken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SOCIALE PARTICIPATIE</b>						
3	In mijn buurt zijn voldoende gelegenheden om mensen te ontmoeten	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Activiteiten en evenementen worden georganiseerd op voor mij bereikbare plaatsen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	De informatie over activiteiten en evenementen vind ik voldoende en ook geschikt voor mij	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Ik vind het aanbod van evenementen en activiteiten voldoende afwisselend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SOCIALE INCLUSIE</b>						
7*	Ik krijg wel eens vervelende of negatieve opmerkingen vanwege mijn leeftijd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8*	Ik krijg wel eens te maken met discriminatie vanwege mijn leeftijd	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BURGERPARTICIPATIE EN WERKGELEGENHEID</b>						
9	Ik heb voldoende mogelijkheden om met jongere generaties om te gaan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Ik voel mij een gewaardeerd lid van de samenleving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>COMMUNICATIE EN INFORMATIE</b>						
11	Gedrukte en digitale informatie van de gemeente en andere maatschappelijke instanties zijn goed leesbaar qua lettertype en grootte	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Gedrukte en digitale informatie van de gemeente en andere maatschappelijke instanties zijn geschreven in begrijpelijke taal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>SOCIALE EN GEZONDHEIDSVORZIENINGEN</b>						
13	Het aanbod van zorg en welzijn in mijn stad is voor mij voldoende	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Als ik ziek ben, krijg ik de zorg en hulp die ik nodig heb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Indien nodig, kan ik zorg en welzijn telefonisch en fysiek gemakkelijk bereiken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Ik heb voldoende informatie over zorg en welzijn in mijn buurt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Zorg- en welzijn werkers in mijn buurt zijn voldoende respectvol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>BUITENRUIMTE EN GEBOUWEN</b>						
18	Mijn buurt is voldoende toegankelijk voor rollator of rolstoel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	De winkels in mijn buurt zijn voldoende toegankelijk met rollator of rolstoel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>TRANSPORT</b>						
20	Ik kan gemakkelijk instappen in de bus of tram in mijn buurt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	De bus- en tramhaltes in mijn buurt zijn gemakkelijk te bereiken en te gebruiken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>FINANCIËN</b>						
22	Mijn inkomen is voldoende om zonder problemen in mijn basisbehoeften te voorzien	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Ik kan goed rondkomen met mijn inkomen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



# De Age-Friendly Cities and Communities Questionnaire AFCCQ (Nederlands)

## INTERPRETATIE AFCCQ TOTAALSCORE EN SPECIFIEKE DOMEINEN

	----	---	--	-	+	++	+++	++++
<b>AFCCQ Totaal score</b>	≤ -35.1	-23.1 - -35.0	-11.5 - -23.0	-11.4 - 0.0	0.1 - 11.4	11.5 - 23.0	23.1 - 35.0	≥ 35.1
<b>Huisvesting</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Sociale participatie</b>	≤ -6.1	-4.1 - -6.0	-2.1 - -4.0	-2.0 - 0.0	0.1 - 2.0	2.1 - 4.0	4.1 - 6.0	≥ 6.1
<b>Sociale inclusie</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Burgerparticipatie en werkgelegenheid</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Communicatie en informatie</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Sociale en gezondheidsvoorzieningen</b>	≤ -7.6	-5.1 - -7.5	-2.6 - -5.0	-2.5 - 0.0	0.1 - 2.5	2.6 - 5.0	5.1 - 7.5	≥ 7.6
<b>Buitenruimte en gebouwen</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Transport</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1
<b>Financiën</b>	≤ -3.1	-2.1 - -3.0	-1.1 - -2.0	-1.0 - 0.0	0.1 - 1.0	1.1 - 2.0	2.1 - 3.0	≥ 3.1

## Scoresysteem

Alle vragen van de AFCCQ worden beantwoord op een 5-puntsschaal, variërend van helemaal oneens tot helemaal eens. Scores: -2 = helemaal oneens; -1 = oneens; 0 = noch mee eens, noch mee oneens; 1 = eens; 2 = helemaal eens.

Items met een asterisk (\*) moeten gehercodeerd worden in tegenovergestelde richting (-2 = 2, -1 = 1, 0 = 0, 1 = -1, 2 = -2)

Tel alle scores van de AFCCQ op om de totaalscore te berekenen.

Tel alle scores van de specifieke domeinen op om de domeinspecifieke score te berekenen.

## Literatuur

Dikken, J., van den Hoven, R.F.M., van Staalduinen, W.H., Hulsebosch-Janssen, L.M.T., van Hoof, J. (2020) How older people experience the age-friendliness of their city: Development of the Age-Friendly Cities and Communities Questionnaire. *International Journal of Environmental Research and Public Health* 2020;17(18):6867 doi: 10.3390/ijerph17186867

## Colofon

Deze vragenlijst is tot stand gekomen door J. Dikken (De Haagse Hogeschool), R.F.M. van den Hoven (De Haagse Hogeschool), W.H. van Staalduinen (AFEdemy), L.M.T. Hulsebosch-Janssen (Hulsebosch Advies) en J. van Hoof (De Haagse Hogeschool) met steun van de Gemeente Den Haag (opdracht OCW/2020.1121).

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Den Haag



DE HAAGSE HOGESCHOOL

# Meten in 2020 en 2022

Twee representatieve groepen n=393 en n=391

Ouderenpanel 2020 en 2022 i.s.m. gemeente Den Haag

AFCCQ

Verschillen over tijd

Bijzondere groepen?

**Table 1.** Demographics of participants in 2020 and 2022.

	2020 (n=393)	2022 (n=391)	Sig.*
	n (%)	n (%)	
<b>Sex</b>			.485
Male	n = 190 (48%)	171 (44%)	
Female	n = 203 (52%)	205 (52%)	
<i>Number of missing values</i>	-	15 (4%)	
<b>Age</b>			
Mean (SD)	74.9 (6.1)	75.2 (7.1)	.387
65–69	n = 92 (24%)	97 (25%)	
70–74	n = 119 (30%)	112 (29%)	
75+	n = 182 (46%)	160 (40%)	
<i>Number of missing values</i>	-	22 (6%)	
<b>Born in the Netherlands (%)</b>	335 (85%)	315 (81%)	.532
<i>Number of missing values</i>	-	14 (4%)	
<b>Educational level (ISCED level)</b>			<.001
Low (level 0-3)	122 (31%)	137 (35%)	
Medium (level 4-5)	99 (25%)	29 (8%)	
High (level 6-8)	172 (44%)	165 (42%)	
<i>Number of missing values</i>	-	60 (15%)	
<b>Years living in The Hague</b>			.397
Mean (SD)	51.7 (22.8)	50.3 (24.8)	
<b>Type of dwelling</b>			.358
Owner-occupant	234 (60%)	219 (56%)	
Social housing	111 (28%)	104 (27%)	
Private rent	48 (12%)	62 (16.0%)	
<i>Number of missing values</i>	-	6 (1%)	
<b>Living together with a partner (%)</b>	217 (55%)	166 (42%)	<.001
<i>Number of missing values</i>	-	5 (1%)	
<b>Receiving care (%)</b>	105 (27%)	81 (21%)	.948
<i>Number of missing values</i>	-	5 (1%)	



## How older people experience the age-friendliness of The Hague: A quantitative study

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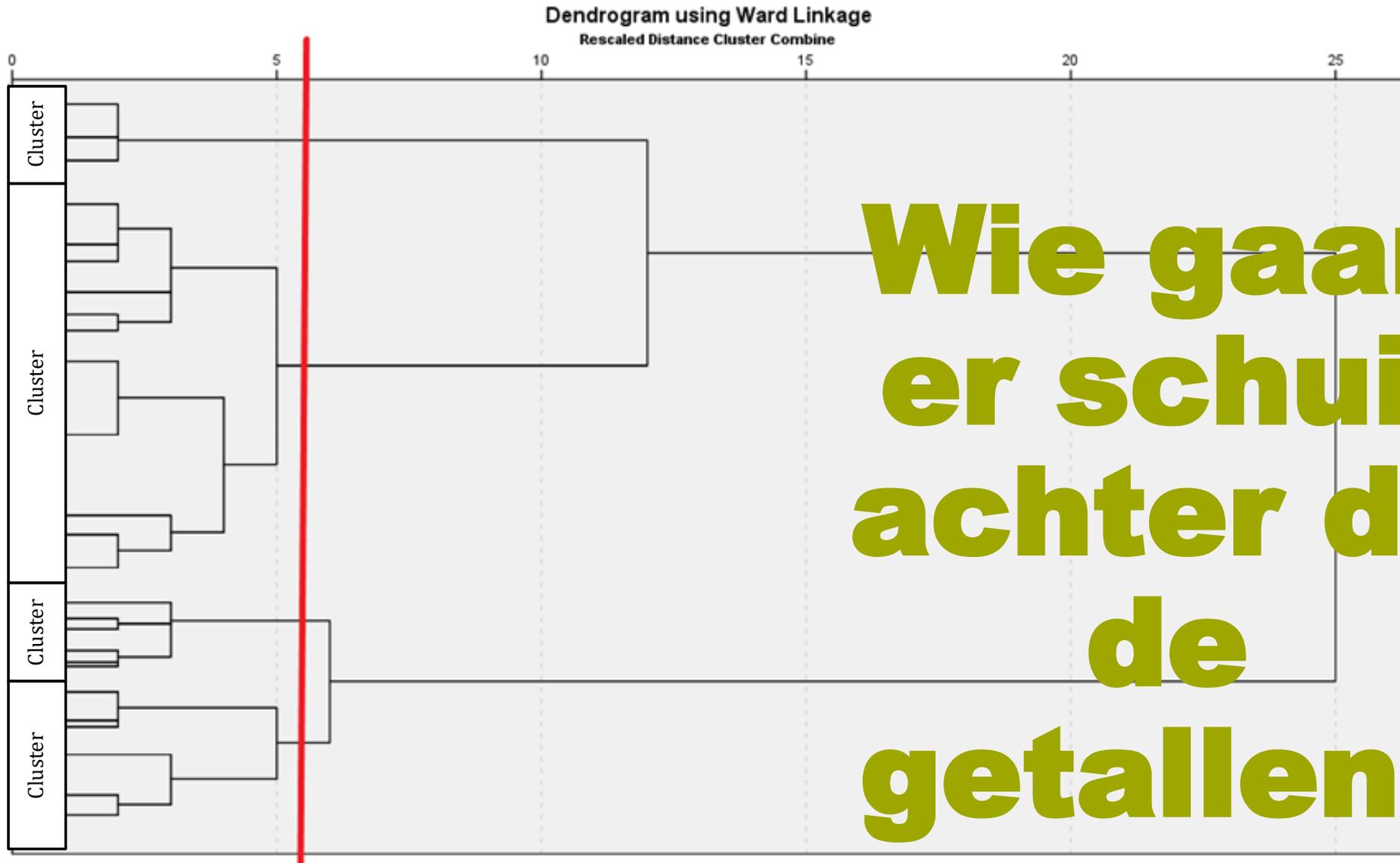
**ARTICLE INFO**  
**KEYWORDS:** Age-friendly cities, Urban aging, Quantitative, Inequality, Assisted  
**ABSTRACT:** The municipality of The Hague has been a member of the WHO's Global Network for Age-Friendly Cities and Communities since 2015. The municipality commissioned a survey to investigate how older citizens view the age-friendliness of their city. A cross-sectional survey was conducted among a diverse sample of 393 community-dwelling older citizens. The survey made use of the Age-Friendly Cities and Communities Questionnaire (AFCCQ), and multivariate regression techniques to investigate how social groups differ on the dimensions of the AFCCQ. The Hague scored a relatively low score (56.9 ± 8.87), and a relatively low score on social participation (2.4 ± 2.46), civic participation and employment (2.4 ± 2.54), communication and information (2.4 ± 2.32), respect and social inclusion (2.6 ± 1.58), community support and health services (2.7 ± 2.79), transportation (2.7 ± 1.52) and financial situation (2.8 ± 1.24). The Hague has an above-average score in the field of housing (2.4 ± 1.06). For outdoor spaces and buildings, the municipality scores a moderate positive score (5.9 ± 1.43). Significant differences were found for sex, age, socio-economic position, receiving care support, and use of mobility aids. The findings show that older people have different perceptions regarding their city's age-friendliness. Policy makers must acknowledge this heterogeneity among their older citizens and adapt city policies accordingly.

**1. Introduction**  
 The topic of age-friendly cities and communities came to light from a set of policy initiatives launched by the World Health Organization (WHO) during the 1990s and early 2000s. A central theme emerging through these policy initiatives is the notion of 'active ageing' (WHO, 2002), which refers to the idea that older people should be able to continue to participate in social, cultural, spiritual, economic and civic matters. This idea, in turn, led to the launch of the WHO's Global Age-friendly Cities project (WHO, 2015). In many cities around the world, focus groups were conducted in order to identify those factors that make urban environments 'age-friendly'. The project defined an 'age-friendly city' as encouraging 'active ageing by optimising opportunities for health, participation and security in order to enhance quality of life as people age' (WHO, 2007a; Steels, 2015; Pinella & Galante, 2010; Bullif & Phillips, 2016, 2019; Bullif et al., 2019; Brimicombe & Holand et al., 2012; van Hoof & Steels, 2019; Marston & van Hoof, 2019; van Hoof et al., 2018; van Hoof, Marston, et al., 2021). The programme saw a launch of the 'Global Network of Age-Friendly Cities and Communities' in 2015, in an attempt to encourage implementation of policy recommendations. The Dutch municipality of The Hague has been a member of the WHO's Global Network for Age-Friendly Cities and Communities since 2015.  
 Prior to the municipality's accession to the global network, a series of

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 https://doi.org/10.1016/j.cities.2021.103690  
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	Total AFCCQ		Housing		Social participation		Respect and social inclusion		Civic participation and employment	
Range	-46 to +46 (23 items)		-4 to +4 (2 items)		-8 to +8 (4 items)		-4 to +4 (2 items)		-4 to +4 (2 items)	
District and number of respondents	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
<b>The Hague Total</b> (n=393 2020; n=396 2022)	16.9±8.87 (+)	16.9±11.33 (+)	2.4±1.06 (+++)	2.7±1.56*** (+++)	2.6±2.46 (++)	2.0±3.26*** (+)	1.6±1.59 (++)	2.4±1.68*** (+++)	1.4±1.34 (++)	1.4±1.52 (++)
<b>Loosduinen</b> (n=68 2020; n=72 2022)	17.3±9.00 (+)	17.4±8.71 (+)	2.2±1.03 (+++)	3.0±1.08*** (+++)	2.6±2.68 (++)	2.0±2.83** (+)	1.5±1.70 (++)	2.4±1.49** (+++)	1.4±1.50 (++)	1.5±1.28 (++)
<b>Escamp</b> (n=74 2020; n=62 2022)	16.6±9.10 (+)	13.2±11.17 (+)	2.3±0.91 (+++)	2.7±1.80** (+++)	2.5±2.43 (++)	0.3±3.48*** (+)	1.5±1.66 (++)	2.4±1.81** (+++)	1.3±1.42 (++)	0.7±1.76** (+)
<b>Segbroek</b> (n=61 2020; n=46 2022)	16.8±7.09 (+)	18.6±9.50 (+)	2.4±1.21 (+++)	2.2±2.22 (+++)	2.8±2.15 (++)	2.6±2.98 (++)	1.7±1.28 (++)	2.4±1.87** (+++)	1.3±1.18 (++)	1.8±1.52** (++)
<b>Scheveningen</b> (n=69 2020; n=62 2022)	17.5±8.30 (+)	21.0±10.28** (+)	2.4±1.23 (+++)	3.0±1.27** (+++)	2.9±2.14 (++)	3.6±2.96 (++)	1.6±1.56 (++)	2.7±1.49*** (+++)	1.5±1.50 (++)	2.0±1.35** (++)
<b>Centrum</b> (n=39 2020; n=47 2022)	15.1±10.53 (+)	13.1±12.92 (+)	2.3±1.03 (+++)	2.2±1.64 (+++)	2.7±2.69 (++)	2.0±3.69 (+)	1.6±1.82 (++)	2.2±1.79 (+++)	1.4±1.42 (++)	1.0±1.61* (+)
<b>Laak</b> (n=24 2020; n=10 2022)	16.5±7.87 (+)	17.4±7.04 (+)	2.2±0.77 (+++)	2.1±1.69 (+++)	2.7±2.43 (++)	2.7±2.29 (++)	1.5±1.41 (++)	2.3±1.33 (+++)	1.5±1.17 (++)	2.0±0.86 (++)
<b>Haagse Hout</b> (n=48 2020; n=62 2022)	18.4±10.13 (+)	17.8±9.70 (+)	2.5±1.00 (+++)	2.8±1.25 (+++)	2.7±2.68 (++)	1.7±2.92** (+)	2.1±1.64 (+++)	2.9±1.34** (+++)	1.5±1.28 (++)	1.8±1.43 (++)
<b>Leidschenveen-Ypenburg</b> (n=10 2020; n=17 2022)	14.7±10.02 (+)	17.3±9.06 (+)	3.0±1.05 (+++)	3.4±1.06 (++++)	1.2±2.95 (+)	1.2±2.56 (+)	2.2±1.47 (+++)	2.2±1.75 (+++)	1.6±1.54 (++)	1.4±1.12 (++)
	Communication and information		Community support and health services		Outdoor spaces and buildings		Transportation		Financial Situation	
Range	-4 to +4 (2 items)		-10 to +10 (5 items)		-4 to +4 (2 items)		-4 to +4 (2 items)		-4 to +4 (2 items)	
District and number of respondents	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
<b>The Hague Total</b> (n=393 2020; n=396 2022)	1.4±1.32 (++)	1.5±1.56 (++)	2.7±2.79 (++)	2.7±3.36 (++)	0.9±1.41 (+)	0.8±1.78* (+)	1.7±1.26 (++)	1.7±1.82 (++)	1.9±1.26 (++)	1.6±1.93** (++)
<b>Loosduinen</b> (n=68 2020; n=72 2022)	1.3±1.32 (++)	1.4±1.16 (++)	3.0±2.84 (++)	2.6±2.82 (++)	1.2±1.35 (++)	1.0±1.93 (+)	1.8±1.56 (++)	1.9±1.42 (++)	1.9±1.22 (++)	1.6±1.90 (++)
<b>Escamp</b> (n=74 2020; n=62 2022)	1.3±1.42 (++)	1.4 (1.91) (++)	2.8±2.63 (++)	2.3±3.49 (+)	1.0±1.39 (+)	0.8±1.87 (+)	1.7±1.48 (++)	1.6±1.92 (++)	1.7±1.31 (++)	0.9±1.87** (+)
<b>Segbroek</b> (n=61 2020; n=46 2022)	1.3±1.24 (++)	1.9±1.32* (++)	2.5±2.54 (+)	2.7±2.70 (++)	0.7±1.41 (+)	0.5±1.69 (+)	1.7±1.32 (++)	2.0±1.70 (++)	2.0±1.10 (++)	2.3±1.50 (+++)
<b>Scheveningen</b> (n=69 2020; n=62 2022)	1.5±1.21 (++)	1.8±1.51 (++)	2.7±2.55 (++)	3.3±3.73 (++)	0.7±1.43 (+)	1.0±1.49 (+)	1.7±1.47 (++)	2.0±1.75 (++)	2.2±1.06 (+++)	1.9±1.84 (+)
<b>Centrum</b> (n=39 2020; n=47 2022)	1.2±1.41 (++)	1.1±1.70 (++)	1.8±3.56 (+)	1.7±3.48 (+)	0.9±1.68 (+)	0.5±1.89** (+)	1.4±1.51 (++)	1.4±1.83 (++)	1.4±1.71 (++)	1.2±2.24 (++)
<b>Laak</b> (n=24 2020; n=10 2022)	1.3±0.96 (++)	1.6±1.42 (++)	2.8±2.86 (++)	3.7±3.46 (++)	1.1±1.07 (++)	0.9±1.37 (+)	1.6±1.00 (++)	2.5±1.08 (+++)	1.4±1.28 (++)	0.1±2.13 (+)
<b>Haagse Hout</b> (n=48 2020; n=62 2022)	1.4±1.52 (++)	1.6±1.63 (++)	3.0±2.85 (++)	3.1±3.39 (++)	1.2±1.37 (++)	0.8±1.60 (+)	1.5±1.85 (++)	1.0±2.06* (+)	2.2±1.14 (+++)	2.2±1.67 (+++)
<b>Leidschenveen-Ypenburg</b> (n=10 2020; n=17 2022)	1.3±1.33 (++)	1.8±1.18 (++)	1.1±2.42 (+)	2.4±2.50 (+)	0.6±1.34 (+)	1.3±1.76 (++)	1.7±1.82 (++)	1.7±2.20 (++)	2.0±0.94 (++)	1.6±2.03 (++)

Domain of the AFCCQ	Receiving care				Living with one or more chronic conditions				Using a wheeled walker or a wheelchair				Financial situation			
	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
	Yes (n=105)	Yes (n=81)	No (n=288)	No (n=310)	Yes (n=192)	Yes (n=148)	No (n=201)	No (n=241)	Yes (n=61)	Yes (n=76)	No (n=332)	No (n=312)	≤ 0.0 (n=56)	≤ 0.0 (n=115)	> 1.0 (n=337)	> 1.0 (n=270)
Total AFCCQ -46 to +46 (23 items)	16.3	15.8	17.6	17.8	15.9	14.3*	18.6	19.2	14.4	13.6	17.8	18.0	8.2	9.6	19.0	20.7**
Housing -4 to +4 (2 items)	2.2	2.7**	2.5	2.8***	2.3	2.6**	2.5	2.9***	2.2	2.4	2.4	2.8***	2.0	2.3*	2.5	3.0***
Social participation -8 to +8 (4 items)	2.4	1.6*	2.9	2.3***	2.3	1.5**	3.2	2.4*	1.9	1.3	2.9	2.3**	1.3	1.1	3.0	2.6**
Respect and social inclusion -4 to +4 (2 items)	1.7	2.3**	1.7	2.6***	1.6	2.1**	1.8	2.7***	1.5	2.3**	1.8	2.5***	1.0	2.0***	1.9	2.8***
Civic participation and employment -4 to +4 (2 items)	1.2	1.1	1.5	1.6	1.3	1.1	1.6	1.6	1.2	1.0	1.5	1.6	0.7	1.0	1.6	1.7
Communication and information -4 to +4 (2 items)	1.4	1.5	1.4	1.6	1.2	1.4	1.6	1.7	1.2	1.0	1.5	1.7**	0.8	0.9	1.5	1.9***
Community support and health services -10 to +10 (5 items)	3.3	3.3	2.6	2.5	2.8	2.3*	2.9	3.0	3.3	2.7	2.7	2.7	0.8	1.1	3.2	3.4
Outdoor spaces and buildings -4 to +4 (2 items)	1.1	0.8*	1.0	0.9	1.1	0.7**	0.9	0.9	1.3	0.9	1.0	0.8	0.6	0.6	1.0	1.0
Transportation -4 to +4 (2 items)	1.0	0.8	2.0	2.0	1.5	1.4	2.0	2.0	0.2	0.5	2.0	2.0	1.3	1.4	1.8	1.
Financial Situation -4 to +4 (2 items)	2.0	1.6	1.9	1.6*	1.8	1.0**	2.1	1.9	1.6	1.4	2.0	1.6**	-0.5	-0.9*	2.4	2.6***



**Wie gaan  
er schuil  
achter de  
de  
getallen?**

Domain	Cluster 1 n=113	Cluster 2 n=126	Cluster 3 n=343	Cluster 4 n=133	Sign.
	mean	mean	mean	mean	cluster differences
Total AFCCQ	.22 (5.06)	.39 (8.97)	.82 (18.86)	1.37 (31.51)	<.001
Housing	.93 (1.86)	1.15 (2.3)	1.25 (2.5)	1.83 (3.66)	<.001
Social participation	.06 (0.24)	.19 (0.76)	.70 (2.8)	1.24 (4.96)	<.001
Respect and social inclusion	.58 (1.16)	.70 (1.4)	1.03 (2.06)	1.85 (3.7)	<.001
Civic participation and employment	.23 (0.46)	.31 (0.62)	.77 (1.54)	1.46 (2.92)	<.001
Communication and information	.27 (0.54)	.32 (0.64)	.80 (1.60)	1.37 (2.74)	<.001
Community support and health services	.02 (0.1)	.29 (1.45)	.62 (3.1)	1.09 (5.45)	<.001
Outdoor spaces and buildings	.11 (0.22)	-.17 (-0.34)	.66 (1.32)	.87 (1.74)	<.001
Transportation	.63 (1.26)	-.04 (-0.08)	1.01 (2.02)	1.55 (3.1)	<.001
Financial Situation	-.40 (-0.8)	1.09 (2.18)	.94 (1.88)	1.6 (3.2)	<.001

This table presents normalised data, meaning all AFCCQ (sub-domain) scales range from -2 - +2, between parentheses a back transformation towards true scores of AFCCQ and corresponding colour.

## 4 Clusters:

1. Precariaat
2. Mobiliteit/ziekte
3. De tevreden Nederlander
4. Hogere echelon

Let op: Cluster 3 kan 1 of 2 worden



Niet  
Nederlandse  
afkomst



	Cluster 1 (n=113)	Cluster 2 (n=126)	Cluster 3 (n=342)	Cluster 4 (n=133)
<b>Personal factors</b>	73.5±6 years old, living in The Hague for a long time (mean 50±24 years). Equal ratio over the age-cohorts.  Likely to be <b>female*</b> (58.9%).  <b>One out of four persons (23.9%) were not born in the Netherlands.</b>	76.5±7.6 years old, living in The Hague for a long time (mean 49.5±23 years). About half is 75 years and over.  Likely to be <b>female*</b> (57.3%).  Majority of people in the cluster were born in the Netherlands (87.3%)	75.4±6.2 years old, living in The Hague for a long time (mean 51.4 ±24 years). About half is 75 years and over.  Equal ratio of females and males  Majority of people in the cluster were born in the Netherlands (86.0%)	73.8±5.8 years old, living in The Hague for a long time (mean 52.3±23 years). Equal ratio over the age-cohorts.  Equal ratio of females and males  Majority of people in the cluster were born in the Netherlands (82.7%)
<b>Education level</b>	Highly likely to have completed a lower level of education** (ISCED 0-3) (85%)	Highly likely to have completed a lower level of education ** (ISCED 0-3) (84.1%)	Highly likely to have completed a lower level of education ** (ISCED 0-3) (86.3%)	Likely to have completed a lower level of education* (ISCED 0-3) (67.7%), although in this group a <b>large percentage has completed a higher level of education (ISCED 6-8) (26.3%).</b>
<b>Housing situation</b>	People are likely to live in a <b>rental home*</b> (61.9%) of which <b>46.9% lived in social housing.</b>  People are likely to live alone* (61.6%).	People are likely to be an owner occupants* (70.6%) and <b>15.9% lived in social housing.</b>  Equal ratio of living alone or with a partner.	People are likely to be an owner occupants* (57.7%) and <b>28.6% lived in social housing.</b>  Equal ratio of living alone or with a partner.	People are likely to be owner occupants* (64.7%) and only <b>18.2% lived in social housing.</b>  Equal ratio of living alone or with a partner.
<b>Health</b>	Likely to have at least <b>one chronic condition*</b> (62.5%), 25% received some sort of healthcare, and 17.7% used a mobility aid.	Of this group, 54.8% of people mentioned <b>having a chronic condition*</b> , 43.2% <b>receives some sort of healthcare</b> and 33.9% used a <b>mobility aid.</b>	This group is rather healthy. About 37.3% of people have a chronic disease. Only 23.6% received some sort of healthcare and 13.8% used a mobility aid.	This group is the healthiest. Only 33.1% have a chronic condition, 22.6% received some sort of healthcare, and 10.5% used a mobility aid.
<b>Quality of life</b>	Mean score QoL 7.04±1.173	Mean score QoL 7.42±1.127	Mean score QoL 7.91±0.895	Mean score QoL 8.37±0.875
<b>AFCCQ domain of interest</b>	Financial situation (negative)	Transport and Outdoor spaces and buildings		Financial situation (positive)

Sociale huur



Chronische ziekte



Opleidingsniveau



Chronische ziekte + hulpmiddel





## **Beleid en clusters**

- Voor elk van de clusters wil het Kennisplatform beleid ontwikkelen
- Iedere groep heeft specifieke maatregelen nodig: ouderen zijn heterogeen en niet iedereen heeft per se veel ondersteuning nodig.
- Van preventie tot koopkrachtmaatregelen
- Workshop

