

Research The Hague Age-friendly City 2022

Integral Report Older People Panel



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The total per district is 100%.

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INTRODUCTION

Since 2015, the municipality of The Hague has been a member of the Global Network for Age-Friendly Cities and Communities of the World Health Organisation (WHO). In this capacity, the city is working to create a more age-friendly living environment for its residents. Membership implies that the municipality commits to a five-year cycle of planning (including municipal action programmes), and implementing and evaluating them. As part of the evaluation of The Hague as an age-friendly city, there have been several surveys and reports in the past, such as the Older People Monitor and the Older People's Panel. Based partly on the findings in these reports, the Urban Older People Commission (SOC) prepares recommendations for the municipality.

March 2022 saw the launch of the project City&Co: Older Adults Co-Creating a Sustainable Age-friendly City. In this project, besides De Haagse Hogeschool, Municipality of The Hague, AFEdeMy - Academy on Age-Friendly Environments in Europe and the Association of Netherlands Municipalities (VNG), the National University of Political Studies and Public Administration and Grupul de Educație și Acțiune pentru Cetățeni from Bucharest, Romania, and the Jagiellonian University, Wrocław University of Environmental and Life Sciences, the Municipality of Kraków and Municipality of Wrocław in Poland, together to conduct research on the age-friendliness of cities.

With this consortium, we are working on a solid age-friendliness measurement tool - in which we fully involve older people. With this, we are laying a foundation that many other cities can build on. Our end goal is a local ecosystem of over-65s, researchers and municipal employees who together make the city more age-friendly. The basis for the work is formed by the Age-Friendly Cities and Communities Questionnaire, co-developed in 2020 by De Haagse Hogeschool and partners of the Knowledge Platform on behalf of the Municipality of The Hague. This tool has been identified by the World Health Organisation (WHO) as best practice for measuring senior-friendly cities.

The report now before you is the second measurement within the framework of the Older People's Panel in The Hague conducted with the AFCCQ among a representative group of older people in The Hague. The first measurement was commissioned by the Municipality of The Hague in 2020 in cooperation between De Haagse Hogeschool, Hulsebosch Advies and AFEdeMy on behalf of the Vitale Stad domain, Education, Culture and Welfare Department of the Municipality of The Hague. This second measurement funded by Regieorgaan SIA was taken in the fourth quarter of 2022. When reporting results, a comparison is also made with the 2020 measurement results.



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METHODOLOGY

2.1 Measurement tool Age-Friendly Cities and Communities Questionnaire (AFCCQ)

Since 2007, the World Health Organisation (WHO) has been active in supporting cities to become more senior-friendly, focusing on the share of the population over 60 years old. To shape this international ambition, the Global Network for Age-Friendly Cities and Communities has been established. More than 1,400 cities currently participate in this, which can exchange advice and experiences among themselves. These cities have committed to the goals of the age-friendly agenda, namely that they align with the desire to provide the highest possible quality of life for older residents. Each member of the network monitors the progress of the goals to be achieved, and there is also a global database of age-friendly projects and toolkits. Since 2015, The Hague has been the first Dutch municipality to become a member of the Global Network for Age-friendly Cities and Communities. Part of this membership is to periodically evaluate the city's age-friendliness. Before 2020, this was done both quantitatively and qualitatively, however a tool to measure age-friendliness quantitatively in a valid way did not yet exist. This led to the development of the Age-Friendly Cities and Communities Questionnaire (AFCCQ) in 2020. The full process can be found in Dikken et al. (2020a). The basis for the work was the WHO's "Checklist of Essential Features of Age-Friendly Cities" (2007). The relevant items were converted into questions that could be answered on a 5-point scale (completely disagree to completely agree). The AFCCQ consists of 23 items and includes the eight WHO domains, as well as a ninth domain around financial aspects.

Table 1: The questionnaire: Age Friendly Cities and Communities Questionnaire (AFCCQ).

ITEM	DOMAIN
	Housing
Q1	My home is accessible to me.
Q2	My home is accessible to people who want to visit me.
	Social participation
Q3	In my neighbourhood, there are plenty of opportunities to meet people.
Q4	Activities and events are organised in places accessible to me.
Q5	I find the information on activities and events sufficient and also suitable for me.
Q6	I find the range of events and activities sufficiently varied.
	Social inclusion
Q7 *	I sometimes get nasty or negative comments because of my age.
Q8 *	I sometimes face discrimination because of my age.
	Citizen participation and employment
Q9	I have plenty of opportunities to interact with younger generations.
Q10	I feel like a valued member of society.
	Communication and information
Q11	Printed and digital information from the municipality and other social agencies are easy to read in terms of font and size.
Q12	Printed and digital information from the municipality and other social agencies are written in understandable language.

ITEM	DOMAIN
	Social and health facilities
Q13	The provision of care and welfare in my city is sufficient for me.
Q14	When I am sick, I get the care and help I need.
Q15	If necessary, I can easily reach care and welfare by phone and physically.
Q16	I have enough information about care and welfare in my neighbourhood.
Q17	Care and welfare workers in my neighbourhood are sufficiently respectful.
	Outdoor space and buildings
Q18	My neighbourhood is sufficiently accessible for walker or wheelchair.
Q19	The shops in my neighbourhood are sufficiently accessible by walker or wheelchair.
	Transport
Q20	I can easily board the bus or tram in my neighbourhood.
Q21	Bus and tram stops near me are easy to reach and use.
	Finance
Q22	My income is sufficient to meet my basic needs without any problems.
Q23	I can make ends meet on my income.

The AFCCQ (Dikken et al., 2020ab) can be used for research and policy purposes. Total scores range from -46 to +46 points, and the calculation of these points is explained further below. Points also vary by domain, depending on the number of sub-questions per domain. To simplify the interpretation of results, a colour scheme methodology was chosen, where shades of red represent negative results, and shades of green represent positive results. In this way, it is clear to the reader at a glance what the state of age-friendliness of a city, district, or in a specific sub-domain is. In this way it can also be seen where additional actions are desirable. Red squares always express a certain degree of urgency for an intervention, while light green squares also offer room for additional policy measures.

In addition to the 23 questions from the AFCCQ, additional top-up questions have been included. These questions in the form of propositions were created partly at the initiative of the SOC Urban Elders Committee. These questions are successively:

- The municipality is easily accessible for queries and complaints.
- I know where a Service Point XL is located.
- I know what I can arrange at a Service Point XL.
- Special transport for older people is well organised.
- My home is fit for my future.
- I know the way for a needed modification of my home.
- I am able to finance adaptations to my home.
- I know the way for a move to another property.
- I am able to organise a move.
- I am able to finance a move.

Table 2: Interpretation AFCCQ total score and specific domains.

	----	---	--	-	+	++	+++	++++
AFCCQ Total score	≤-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
Housing	≤-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
Social participation	≤-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
Social inclusion*	≤-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
Citizen participation and employment	≤-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
Communication and information	≤-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
Social and health facilities	≤-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
Outdoor space and buildings	≤-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
Transport	≤-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
Finance	≤-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

Scoring system¹

All questions of the AFCCQ are answered on a 5-point scale ranging from completely agree to completely disagree. Scores: -2 = completely disagree; -1 = disagree; 0 = neither agree nor disagree; 1 = agree; 2 = completely agree.

Items marked with an asterisk (*) (questions 7 and 8 in Table 1) should be recoded in the opposite direction (-2 = 2, -1 = 1, 0 = 0, 1 = -1, 2 = -2)

Add up all the scores from the AFCCQ to calculate the total score.

Add up all the scores of the specific domains to calculate the domain-specific score.

¹ A fillable variant can be downloaded from: https://www.dehaagsehogeschool.nl/docs/default-source/documenten-onderzoek/lectorates/urban-ageing/swe-questionnaire-nl-age-friendly-cities_hr.pdf?sfvrsn=11e9415f_4

The 2022 Older people Panel also consisted of additional 41 questions/positions around the theme of sustainability that were created on a previous literature review (van Hoof et al., 2021). These questions/questions were successively:

1. I am able to pay my energy bills.
2. I am actively engaged in energy- and water-saving measures at home.
3. I sometimes turn off lights or equipment for the sake of cost.
4. I sometimes turn off lights or equipment for the sake of the environment.
5. I deliberately turn down the heating in winter for cost reasons.
6. I deliberately turn down the heating in winter for environmental reasons.
7. I pay attention to costs when keeping my home cool during hot spells.
8. I pay attention to the environment when keeping my home cool during hot spells.
9. I know what I can do in and around my home to save energy.
10. I have taken many energy-saving measures in my home.
11. In my home, I have the opportunity to implement energy-saving measures.
12. I have the financial means to implement energy-saving measures in my home.
13. I worry about the climate.
14. I handle water wisely.
15. I have the capabilities to stay comfortable on extremely hot summer days.
16. I know what to do on extremely hot summer days to stay comfortable.
17. I feel involved in environmental and climate policy.
18. As an older citizen, I feel especially vulnerable in the face of climate change.
19. I separate my waste where I can.
20. I think it is important to use renewable energy.
21. I have sufficient financial resources to live an environmentally conscious life.
22. I have taken measures myself to live a more sustainable life.
23. I am conscious about food, I don't throw away much.
24. Affordability is more important than sustainability.
25. I would like more participation in policy plans on sustainability.
26. I find the government's sustainability information sufficient.
27. I find support measures (such as grants, application support and technical advice) sufficient.
28. My income is under pressure from government sustainability measures.
29. People who pollute more should pay more for it.
30. If I had the opportunity, I would like to generate my own renewable energy at home.
31. I would quite like to live smaller from an environmental point of view.
32. I would quite like to live smaller.
33. I like to use public transport from an environmental point of view.
34. I think the air in my city is clean.
35. I find the streets in my city clean (free of litter).
36. I have the opportunity to relax in greenery or nature.
37. I am aware of the impact I have on the environment with my buying habits.
38. I am willing to eat less or no more meat from an environmental point of view.
39. I am willing to eat seasonal produce more often from an environmental point of view.
40. I make regular use of greenery and nature in the city.
41. I believe biodiversity affects my quality of life.

Based on these questions, an attempt was made to create a model (based on going through the COSMIN roadmap, or COnsensus-based Standards for selection of health Measurement INstruments) to measure longevity among seniors in a validated way.

Finally, we asked to what extent the invasion and war in Ukraine has changed opinions about the age-friendliness of The Hague on a scale of 1 (not at all) to 10 (very much).

2.2 Recruiting respondents Elders panel

The data used in the questionnaire survey is a sample of older people living at home (65 years and older) living in the municipality of The Hague (Table 3). As of January 2022, there were a total of 553,306 residents in the municipality of The Hague (<https://denhaag.incijfers.nl/jive>), of whom 82,762 were aged 65 and over, representing 15.0% of the urban population. Of the group aged 65 and over, about 95% live independently, or ~78,600 residents. With a 5% margin of error and a 95% confidence level, this means that a total of 383 respondents were needed to have a representative sample size.

In 2020, the sample inclusion criteria were - ideally - that over 30% of the sample would have a migration background (according to CBS - CBS definitions). In addition, a normal ratio of men to women was sought (for The Hague, 45% male and 55% female). Participants came from all city districts despite the fact that older people are not evenly spread across The Hague. In addition, we aimed for a representative distribution across age cohorts (65-69 (~31%); 70-74 (~27%) and 75+ (~42%)), as well as the proportion of the population living in a house that is either rented or owned (58% were owner-occupied, and 42% were rented) (Lijzenga et al, 2018). Finally, we aimed to include people who: living together in one home or not; receiving care; having chronic conditions; and/or using a walker/wheelchair. We did not set criteria for 2022, but we did check whether respondents were similar to the 2020 sample.

In 2022, the recruitment and implementation of the measurement was commissioned to Dimensus in Breda. To this end, additional data processor agreements have been concluded between Dimensus, The Hague municipality and De Haagse Hogeschool in the context of data protection and privacy.

1,600 residents aged 65 and over (no upper limit) were randomly drawn from a group of 50,542 households of residents aged 65 and over listed in the Basisregistratie Personen (BRP) of the Municipality of The Hague. After so-called deduplication of the drawn data (multi-person households) at address level by Dimensus, 1,582 persons were contacted after processing the mutations.

On this, a total of 396 people participated in November and December 2022, similar to the 2020 sample. Of these, 352 had no missing answers at all. Five participants had missing values "not at random": they stopped after answering a number of questions. A number of 39 participants had missing values at random, for which multiple imputation was applied. This brought us to a total of 391 respondents included in the study.

Thus, those who participated in 2020 are different from those who participated in 2022, although both groups are representative. Differences in respondents between 2020 and 2022 were minimal. Significant were type of education (with more lower-educated participants in 2022), more single in 2022 and more people who had a chronic condition in 2022. Despite these differences, the 2022 sample remains representative at the city level looking at the stratification parameters. It should be mentioned, however, that the number of older people with a Western migration background was also underrepresented in this sample, as it was in 2020. However, in 2020, older people with a migration background were found not to perceive the age-friendliness of The Hague significantly differently.

It is important to note that the sample is representative at city level, not at district or neighbourhood level. However, it does provide useful insights, which should be interpreted with some caution.

Table 3: Demographic data respondents for the AFCCQ 2020 -2022.

	2020 (n=393) n (%)	2022 (n=391) n (%)	Sig.*
Gender			.485
Man	n = 190 (48%)	171 (44%)	
Woman	n = 203 (52%)	205 (52%)	
<i>Missing</i>	-	15 (4%)	
Age			
Mean (standard deviation)	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>Missing</i>	-	22 (6%)	
Born in the Netherlands (%)	335 (85%)	315 (81%)	.532
<i>Missing</i>	-	14 (4%)	
Education level (ISCED score)			<.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>Missing</i>	-	60 (15%)	
Number of years living in The Hague			.397
Mean (standard deviation)	51.7 (22.8)	50.3 (24.8)	
Property type			.358
Buying house	234 (60%)	219 (56%)	
Social housing	111 (28%)	104 (27%)	
Private rental property	48 (12%)	62 (16.0%)	
<i>missing</i>	-	6 (1%)	
Living together with a partner (%)	217 (55%)	166 (42%)	<.001
<i>missing</i>	-	5 (1%)	
Receives care (%)	105 (27%)	81 (21%)	.948
<i>missing</i>	-	5 (1%)	
Lives with one or more chronic conditions (%)	192 (49%)	148 (38%)	.004
<i>missing</i>		7 (2%)	
Uses walker or wheelchair (%)	57 (16%)	76 (19%)	.096
<i>missing</i>	-	8 (2%)	
Quality of life score	7.79±1.1	7.76±1.1	.682
<i>missing</i>		4 (1%)	

* Significance level, tested with a Mann-Whitney U-test in ordinal variables, student t-test in scale variables and χ^2 test in nominal variables.

** Country of birth, significant differences between groups tested by comparison born in the Netherlands or elsewhere (χ^2 test)

23 Statistics

In 2022, a total of 352 people completed the AFCCQ with no missing variables. In 44 people there were missing values (at random), which can be estimated using multiple imputation (a statistical technique to deal with such missing values where missing values are estimated from the known data, so that totals can still be produced. We only did this for the AFCCQ where we know which variables can serve as predictors. For the other questions, we do not yet know (unvalidated questions), so we decided to analyse these questions using pairwise deletion, which means that we only drop missing values in the analysis at question level but do retain the respondent's remaining answers. Therefore, the number of respondents who answered the question (n) may also differ. The above choices allowed more data to be used than if, for example, "listwise deletion" (removing the entire respondent as a result of some missing value) had been chosen.

This report consists mainly of descriptive statistics (averages and their standard deviations). We also used the appropriate tests for the comparison between 2020 and 2022: the Mann-Whitney U-test for ordinal variables, the student t-test for continuous variables and the χ^2 test for nominal variables. The choice of subgroups was based on the results of previous analyses from 2020.

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GLOBAL NETWORK FOR AGE-FRIENDLY
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3

FINDINGS CITY SURVEY AGE-FRIENDLY DEN HAAG 2020-2022

The sections below describe the results of the field survey conducted using the Age-Friendly Cities and Communities Questionnaire (AFCCQ) among a representative group of 396 residents of the municipality of The Hague in 2022. In addition, we present the results from 2020 in order to make a comparison. Back then, 393 people participated in the field survey. The measurement in 2020 was taken in August/September of that year. At that time, the first corona wave had just passed. The second measurement in 2022 took place in December. The COVID-19 pandemic was largely over, but partly due to the war in Ukraine, energy prices rose sharply and the Netherlands was experiencing high inflation. The AFCCQ measures older people's perceptions on the eight World Health Organisation domains, plus a relevant ninth domain that deals with one's financial situation.

When interpreting the results, it is important to note that they asked about experiences around the senior-friendliness of the municipality on a scale of five. Answers could range from completely disagree to completely agree. This leads to a figure which, when scored negatively, expresses that people predominantly disagreed with the statement, and when scored positively, expresses that people predominantly agreed. Since we asked about experiences around age-friendliness, negative scores can be roughly translated as dissatisfaction, and positive scores in turn as satisfaction of older people with (partial aspects of) senior-friendliness.

Besides the mean score for each domain, standard deviations are also shown. The standard deviation is a mathematical measure of the spread of the numbers around the mean. If there is little dispersion (small standard deviation), then the numbers are all close together. There are then few differences between how people scored the question/domain. In contrast, when the standard deviation is large, the differences between people are large.

The numerical scores per domain cannot be compared with scores in other domains, such as Housing with Social Participation, for example, because the ranges of scores per domain differ due to the number of questions that comprise a specific domain.

3.1 Results at municipal level

In 2022, the municipality of The Hague scored overall "satisfied" on six (was seven in 2020) of the nine domains of the AFCCQ. The score for Social Participation dropped significantly (from 2.6 ± 2.46 to 2.0 ± 3.26) (Tables 4a and 4b). In addition, there was another moderate but significant decline in the score for Financial Situation (from 1.9 ± 1.26 to 1.6 ± 1.93) (Table 4a). For the Outdoor Space and Buildings domain, the municipality again scored moderately positive (neutral to somewhat satisfied). For both the Housing and Social Inclusion domains, the municipality saw a significant increase in satisfaction. For Social Inclusion, this increase was as much as 0.6 points (from 1.6 ± 1.59 to 2.4 ± 1.68). The total score on the AFCCQ is 16.9 ± 11.33 (was 16.9 ± 8.87) (on a scale of -46 to +46) and shows that older people are generally satisfied with the age-friendliness of The Hague, albeit with a slightly higher standard deviation than 2 years earlier.

Table 4a: Total scores of the Municipality of The Hague and the city districts by domain 2020-2022.

District and number respondents	Total AFCCQ		Housing		Social participation		Social Inclusion		Citizen participation and employment	
	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
The Hague Total (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 (++)
Loosduinen (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 (++)
Escamp (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** (+)
Segbroek (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** (++)
Scheveningen (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** (++)
Centre (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* (+)
Hook (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 (++)
Haagse Hout (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 (++)
Leidschenveen-Ypenburg (n=10 2020; n=17 2022)	14.7±10.02 (+)	17.3±9.06 (+)	3.0±1.05 (+++)	3.4±1.06 (++++)	1.2±2.93 (+)	1.2±2.56 (+)	2.2±1.47 (+++)	2.2±1.75 (+++)	1.6±1.34 (++)	1.4±1.12 (++)

	Communication and information		Social and health facilities		Outdoor space and buildings		Transport		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 respondents	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
The Hague Total (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** (++)
Loosduinen (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 (++)
Escamp (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** (+)
Segbroek (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 (+++)
Scheveningen (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 (+)
Centre (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 (++)
Hook (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 (+)
Haagse Hout (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 (+++)
Leidschenvveen-Ypenburg (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 (++)

Significant differences in 2022 compared to 2020: * = 0.10; ** = 0.05; *** =<0.001

Table 4b: Total scores of the Municipality of The Hague and the city districts broken down for Social Participation 2020-2022.

	In my neighbourhood are sufficient occasions to give people meet.		Activities and events are organised on reachable for me places.		The information on activities and events find me enough and also suitable for me.		I find the offer of events and activities sufficient alternate.	
Range	-2 to +2		-2 to +2		-2 to +2		-2 to +2	
Urban district and number of respondents	2020	2022	2020	2022	2020	2022	2020	2022
The Hague Total (n=393 2020; n=396 2022)	0.82	0.66	0.68	0.62	0.62	0.42	0.58	0.35
Loosduinen (n=68 2020; n=72 2022)	0.74	0.61	0.65	0.68	0.65	0.38	0.57	0.33
Escamp (n=74 2020; n=62 2022)	0.76	0.34	0.66	0.24	0.54	-0.11	0.62	-0.13
Segbroek (n=61 2020; n=46 2022)	0.87	0.82	0.61	0.69	0.72	0.51	0.62	0.53
Scheveningen (n=69 2020; n=62 2022)	0.94	1.06	0.83	1.00	0.62	0.74	0.58	0.77
Centre (n=39 2020; n=47 2022)	0.87	0.51	0.69	0.55	0.64	0.57	0.56	0.39
Hook (n=24 2020; n=10 2022)	0.79	0.80	0.71	0.80	0.63	0.56	0.67	0.56
Haagse Hout (n=48 2020; n=62 2022)	0.85	0.55	0.73	0.52	0.63	0.39	0.48	0.25
Leidschenveen-Ypenburg (n=10 2020; n=17 2022)	0.50	0.53	0.20	0.29	0.20	0.35	0.30	0.06

3.2 Results by city district (not representative)

Due to the low number of participants per district, the results per district cannot be considered representative. If we zoom in on the sub-scores per district when looking at the results, it can be seen that all sub-scores score positively (green scores). Some districts score higher than others. Leidschenveen-Ypenburg scores somewhat lower on several domains (apart from Housing as it is a relatively recently built district), while Loosduinen, Haagse Hout and to a lesser extent Scheveningen and Laak score slightly higher. In 2020, the Haagse Hout district had the highest average score (18.4 ± 10.13) and Leidschenveen-Ypenburg the lowest (14.7 ± 10.02) (on a scale of -46 to +46). In 2022, the highest scores were observed in Scheveningen (21.0 ± 10.28), where scores increased significantly, and the lowest in Centrum (13.1 ± 12.92) and Escamp (13.2 ± 11.17). The overall scores all fall within the somewhat satisfied range.

When looking at the different domains of the AFCCQ, Housing scores relatively high, while domains such as Social and Health Facilities, and Outdoor Space and Buildings score relatively low in several neighbourhoods. The Housing domain experienced sharp increases in Loosduinen, Escamp and Scheveningen. The Social Participation domain scores lower than in 2020, with significantly lower scores for Loosduinen, Haagse Hout and Escamp. The Social Inclusion domain scores satisfied in all districts (+++ zone), five districts score significantly higher (Loosduinen, Escamp, Segbroek, Scheveningen, Haagse Hout). For the Citizen Participation and Employment domain, there were sharp increases for Segbroek and Scheveningen and a sharp decrease for Escamp. The Outdoor Space and Buildings domain again scored lowest of all the domains of the AFCCQ, with a significant decrease for Centre (from 0.9 ± 1.68 to 0.5 ± 1.89). In the area of Financial Situation, there was a significant decrease in Escamp (from 1.7 ± 1.31 to 0.9 ± 1.87).

3.3 Results subgroups

Older people in the municipality of The Hague are not a homogeneous group when it comes to their demographic background. Therefore, the scores of various subgroups in the municipality were further examined at the city level in 2022 as well. These analyses were not done at the district level because of the size of the study population, which meant that at the district level the groups would be too small for a reliable picture.

When looking at the different subgroups in The Hague that count as risk groups for lower scores (Table 5), we see significant differences between those who **receive home care** versus those who do not on the domains Social Participation, Civic Participation and Employment, and Transport. In addition, there is a significantly higher score for Community Support and Health Services.

For those with one or more **chronic conditions**, there are significant differences for the overall AFCCQ score, Housing, Social Participation, Social Inclusion, Civic Participation and Employment, Transport and Financial Situation.

For older **wheelchair users**, the overall picture is similar: significant differences were found for the overall AFCCQ score, Housing, Social Participation, Civic Participation and Employment, Communication and Information, and Transport.

For people with lower scores for their **financial situation**, there are significant differences for the overall AFCCQ, Housing, Social Participation, Social Inclusion, Civic participation and employment, Communication and information, Social and health services, Transport and Financial situation. The differences between these two subgroups are most striking in The Hague.

Table 5: Mean scores for AFCCQ domains for different subgroups where variables influence perceived age-friendliness of The Hague.

Domain	Care at home				Chronic condition				Use of mobility aid				Financial situation			
	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022	2020	2022
	(n=105) Yes	(n=81) Yes	(n=288) No	(n=310) No	(n=192) Yes	(n=148) Yes	(n=201) No	(n=241) No	(n=61) Yes	(n=76) Yes	(n=332) No	(n=312) No	(n=56) < 0.0	(n=115) < 0.0	(n=337) > 1.0	(n=270) > 1.0
Total	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**
HV	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***
SP	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**
SI	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***
BPW	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
CI	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***
SGV	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
BRG	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
T	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	1.0
FS	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***

Significant differences between 2020 and 2022: * ≤ 0.10; ** ≤ 0.05; *** ≤ 0.001

3.3.1 Care at home 2020-2022

A varied picture emerged for the group of older people receiving care at home in 2020, with striking differences on a few domains when we compared their scores with those of the group of respondents not receiving care at home. Of particular note were the positive scores of this group on the domain of *Social and health facilities* and *Outdoor space and buildings*, and the significantly lower score on the *Transport* domain.

In 2022, the picture was different. Significant (negative) differences were found in the domains of *Social Participation*, *Civic Participation and Employment* and *Transport*. On these domains, older people receiving care are significantly more negative than older people not receiving care. The domain *Social and health facilities* scores more positively as in 2020, possibly because this group of older people has a better knowledge of what facilities are available.

Overall, we see larger differences emerging in 2022 compared to 2020 between the group of older people who need care at home and those who do not.

3.3.2 Chronic disease or condition 2020-2022

For older people with chronic illnesses or conditions, a similar picture prevailed in 2020 where it should be noted that only in the domains *Social Participation*, *Transport* and *Finance* were significant differences and there was an overall positive picture.

By 2022, differences between these groups in several domains were also greater than in 2020. Significant differences were on *Social Participation, Social Inclusion, Civic Participation and Employment, Transport and Finance*.

3.3.3 Use of walker or wheelchair 2020-2022

A similar comparison for rollator or wheelchair users in 2020 showed lower scores in almost all domains, with the significantly lower scores for *Social Participation* and *Transport standing out*. Despite the lower scores, most domains were still predominantly positive. In 2022, these differences widened, with the group of people using a wheelchair or walker in particular scoring lower in several domains than in 2020. So in these domains, the city seems to be perceived as less age-friendly for those who use a rollator or wheelchair over the past 2 years, but above all, the differences with the group that does not use rollator or wheelchair are larger.

3.4.4 Financial situation 2020-2022

Finally, the financial situation. In 2020, one of the most striking findings was the distinction between the group scoring negatively on the questions about their financial situation and the group scoring positively on this. The comparison showed that, with the exception of housing, the first group scored significantly (significantly) lower than the second group in all domains. Thus, financial situation strongly influences how this group perceives the age-friendliness of their city and neighbourhood.

In 2022, this gap in perceived age-friendliness of the city/neighbourhood is no different. The gap in financial situation has widened slightly (from -0.4 and +2.3 on average to -0.9 and +2.6, respectively). Of influence here may be the huge increase in inflation, and prices for energy and groceries that has affected the purchasing power of many seniors.

3.4 Clusters of Hague older people

To get a better idea of what type of older people are behind these figures, a cluster analysis was carried out on both 2020 and 2022 data. In this form of data analysis, people with similar answers are grouped together, and in such a way that the clusters differ significantly from each other. When processing data, possible duplications were removed from the dataset, for example based on birth day, with the data for 2022 then used for further analysis. The analysis was conducted with 718 unique individuals.

The characteristics belonging to these clusters are expressed in percentages. If the percentage is between 75 and 99%, then this value is highly probable as a trait for this cluster, For percentages between 51 and 75%, it is probable. If the value does not exceed 50% there was no probability value to assign.

From the cluster analysis, four stable clusters or profiles of older citizens of The Hague followed in terms of age-friendliness. These clusters differ significantly from each other.

Cluster 1 consisted of 113 people. This group of people perceived The Hague's age-friendliness the lowest in almost all domains, followed by Cluster 2 (126 people) with especially lower scores in the areas of Outdoor Space and Buildings and Transport, Cluster 3 (343 people) is a large group of people moderately-positive about the city and Cluster 4 (133 people) is the most positive about The Hague's age-friendliness in all domains.

Based on the most salient characteristics of each cluster and notable differences between clusters (Table 6), narratives were developed for each of the personas (Table 7). In terms of personal factors, age did not differ much between clusters, with a mean age of 73.5 ± 6.0 years for Cluster 1, the youngest, and 76.5 ± 7.6 years for Cluster 2, the oldest. In Clusters 1 and 2, people were more often female (58.9% and 57.3%, respectively). All groups had a large number of people with lower education scores (ISCED 0-3), although in Cluster 4 the percentage of people with higher ISCED values was significantly higher than in other clusters (26.3%). Finally, a higher percentage of people not born in the Netherlands was observed in Cluster 1 (24.9%) than in the other clusters. In terms of living situation, people in Cluster 1 were more likely to live in a (social) rented house (61.9%) and single (61.6%). All other clusters consisted mainly of people who were owner-occupiers and there was a ratio of about 50-50 living alone or with a partner. Regarding one's health status, Cluster 1 showed that the largest population had at least one chronic condition (62.5%) and had the lowest rating of quality of life (7.04 ± 1.173). People in Cluster 2 were also likely to have at least one chronic condition (54.8%), and for this cluster, the number of people receiving care (43.2%) and using a mobility aid (33.9%) was significantly higher than in the other clusters. Their quality of life received a score of 7.42 ± 1.127 . People in Clusters 3 and 4 were more likely to be healthy, with only 37.3% and 33.1% of people experiencing a chronic condition. People in these clusters also rate their quality of life higher than the other clusters, 7.91 ± 0.895 and 8.37 ± 0.875 , respectively.

Table 6: Cluster scores for the AFCCQ domains.

Domain		Cluster 1	Cluster 2	Cluster 3	Cluster 4	Sign.
		n=113	n=126	n=343	n=133	
		Average	Average	Average	Average	Cluster-differences
AFCCQ Overall score	Normalised score	0.22	0.39	0.82	1.37	<.001
	True-score	5.06	8.97	18.86	31.51	
Housing	Normalised score	0.93	1.15	1.25	1.83	<.001
	True-score	1.86	2.30	2.50	3.66	
Social participation	Normalised score	0.06	0.19	0.70	1.24	<.001
	True-score	0.24	0.76	2.80	4.96	
Social Inclusion	Normalised score	0.58	0.70	1.03	1.85	<.001
	True-score	1.16	1.40	2.06	3.70	
Citizen participation and employment	Normalised score	0.23	0.31	0.77	1.46	<.001
	True-score	0.46	0.62	1.54	2.92	
Communication and information	Normalised score	0.27	0.32	0.80	1.37	<.001
	True-score	0.54	0.64	1.60	2.74	
Social and health facilities	Normalised score	0.02	0.29	0.62	1.09	<.001
	True-score	0.10	1.45	3.10	5.45	
Outdoor space and buildings	Normalised score	0.11	-0.17	0.66	0.87	<.001
	True-score	0.22	-0.34	1.32	1.74	
Transport	Normalised score	0.63	-0.04	1.01	1.55	<.001
	True-score	1.26	-0.08	2.02	3.10	
Financial Situation	Normalised score	-0.40	1.09	0.94	1.60	<.001
	True-score	-0.80	2.18	1.88	3.20	

Table 7: The four age-friendly clusters identifiable in The Hague.

	Cluster 1 (n=113)	Cluster 2 (n=126)	Cluster 3 (n=342)	Cluster 4 (n=133)
Personal factors	73.5 ± 6 years, long-time resident of The Hague (average 50 ± 24 years). Equal ratio across the age cohorts. Probably woman* (58,9%). One in four people (23.9%) is not in the Netherlands born.	76.5 ± 7.6 years, long-time resident of Den Hague (average 49.5 ± 23 years). About half are 75 years and over. Probably woman* (57,3%). The majority of the people in the cluster is in Netherlands born (87.3%)	75.4 ± 6.2 years old, long-time resident of Den Hague (average 51.4 ± 24 years). About half are 75 years and over. Equal ratio of women and men The majority of the people in the cluster is born in the Netherlands (86,0%)	73.8 ± 5.8 years, long-time resident of The Hague (mean 52.3 ± 23 years). Equal ratio across the age cohorts. Equal ratio of women and men The majority of the people in the cluster is born in the Netherlands (82,7%)
Training	Very likely to have completed a lower level of education ** (ISCED 0-3) (85%)	Very likely to have completed a lower level of education ** (ISCED 0-3) (84.1%)	Very likely to have completed a lower level of education ** (ISCED 0-3) (86.3%)	Is likely to have completed lower education* (ISCED 0-3) (67.7%), although in this group, a large percentage completed higher education (ISCED 6-8) (26.3%).
Housing	People are most likely to live in rented accommodation* (61.9%), of which 46.9% are in social housing. People are most likely to live alone* (61.6%).	People were most likely to own a house for sale* (70.6%) and 15.9% lived in social housing. Equal ratio of living alone or living together.	People were most likely to own a house for sale* (57.7%) and 28.6% lived in social housing.	People were most likely to have a house to buy* (64.7%) and only 18.2% lived in social housing.
Health	Has probably been at least one chronic condition* (62.5%), 25% received some form of healthcare and 17.7% used a mobility aid.	Of this group, 54.8% gave of people to a chronic condition* to have, 43.2% gets any kind of healthcare and 33.9% uses a mobility aid.	This group is reasonably healthy. About 37.3% of people have a chronic illness. Only 23.6% received some form 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 form of healthcare and 10.5% used a mobility aid.
Rating quality of life	7.04±1.173	7.42±1.127	7.91±0.895	8.37±0.875
Notable AFCCQ domain	Financial situation (negative)	Transport and Outdoor space and Buildings (negative)		Financial situation (positive)

** very likely >75%, *likely 51-74%, no salience <50%.

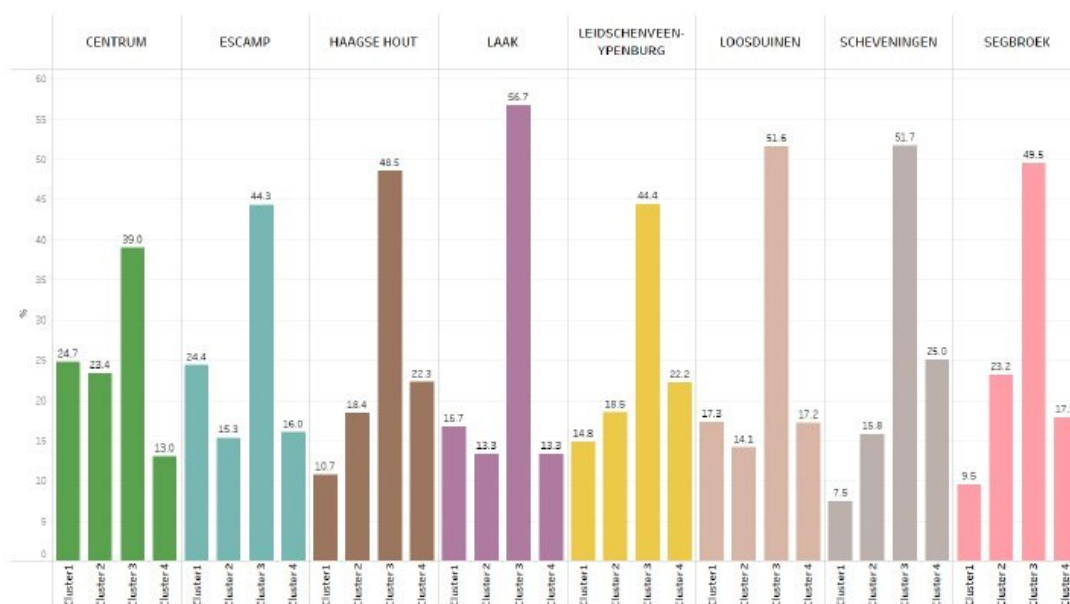


Figure 1: Distribution of clusters across the districts of The Hague. Total per city district is 100%.

The four clusters are not evenly distributed across the municipality (Figure 1). People belonging to Cluster 1 are mainly found in the districts of Escamp and Centrum (the two districts account for 49.1% within the cluster and >20% within the district). People belonging to Cluster 2 are mainly found in Segbroek and Centrum (the two districts account for 46.6% within the cluster and >20% within the district). People who make up Cluster 3 are evenly distributed across the borough. The people making up Cluster 4 are mainly found in the districts of Haagse Hout and Leidschenveen-Ypenburg, and Scheveningen.

3.5 Reflection on results

Overall, older people in the municipality of The Hague perceive the age-friendliness of their city as satisfactory in all domains, and scores have remained remarkably stable since the first time the age-friendliness was assessed quantitatively. Participants were mostly satisfied with Housing, with Outdoor Spaces and Buildings to a lesser extent. Although overall perceptions of age-friendliness have remained stable over the years, there are some scores that have changed over time.

Since the first survey in 2020, the world has had to deal with the global COVID-19 pandemic, and this health crisis has affected the various components that make up our society, including all the domains of an age-friendly city. Since the emergence of the global COVID-19 pandemic, the Social Participation domain has seen declining scores among older people. This may have been a direct result of the pandemic, as people were in lockdown at home, had to close activity centres or reduce the number of activities, or chose to stay at home themselves to avoid social contacts and reduce opportunities for infection. After the pandemic came to a halt, it is quite possible that the number of social activities never returned to previous levels. The central government published a timeline of COVID-19 measures taken in the country, which showed that during the first survey (conducted between July and September 2020), measures against the pandemic were limited. A new partial lockdown was introduced on 13 October 2020.

The higher scores for Respect and Social Inclusion may also be related to COVID-19: people stayed at home during the lockdown and experienced fewer cases of age discrimination, unfair treatment, negative stereotyping and ageism. On the other hand, there was extensive discussion in media about whether or not older people were excluded because they were said to keep society locked down due to their vulnerability. It may also be that older people were less out and about as before the pandemic, and therefore less exposed to implicit and explicit age discrimination on the streets, which appeared to be present in several domains of the model of age-friendly cities. The possible explanations were not explored further.

For the other domains, the scores are similar to the first round of the AFCCQ in 2020. During the first round, the rationale behind the baseline scores was explained in detail, particularly for lower scores among women (disposable incomes) and people with mobility problems, but also higher scores among the oldest cohort (including the satisfaction paradox), people with higher education levels and homeowners, to name a few. The same mechanisms apply to the 2022 sample, although the effects may be influenced by the further impact of the COVID-19 pandemic.

The clusters identified do not come out of the blue and are very similar to results from a recent publication on structural inequality by the Social and Cultural Planning Office (SCP). This report showed that in addition to income differences, there are also significant effects of financial wealth, education levels and labour market positions. Differences in such economic capital are intertwined with inequalities in other resources, such as social, cultural and personal capital. The latter includes both health and attractiveness. The SCP study is the most recent report on class structure in the country, identifying a total of seven social classes in Dutch society. The four age-friendly clusters in this study have the greatest match with the free upper class (Cluster 4) and low-educated pensioners (Cluster 2), who are often physically unhealthy and have limited social networks outside the family circle, friends and neighbours. Cluster 3 appears to be in between the two groups. Cluster 1 refers to the precariat, who are characterised by low incomes, renters and relatively poor physical health. Since 2021, society in the Netherlands has faced rapidly rising inflation and a cost-of-living crisis, which have affected the daily lives of older citizens. This has affected the 2022 survey results and affected the older people in Cluster 1 the most.

IN GENERAL, OLDER PEOPLE IN THE MUNICIPALITY OF DEN HAAG PERCEIVE THE AGE-FRIENDLINESS OF THEIR CITY AS SATISFACTORY IN ALL DOMAINS, AND SCORES HAVE REMAINED REMARKABLY STABLE

3.6 Potential impact on municipal policy

The results of this survey can be used by municipal policymakers to monitor the progress of age-friendliness and the possible effects of action programmes developed by the municipality. The survey provides a basis for the municipality to respond to the needs and requirements of the heterogeneous group of older people in The Hague. The cluster analysis revealed two specific groups in society that should receive a targeted approach to policy and practice, namely those in Cluster 1 (financial challenges) and Cluster 2 (limitations due to illness and in mobility). This is particularly important because The Hague's overall scores have not shifted significantly over the years. The COVID-19 pandemic and its changes, some of which are significant, may seem small and insignificant to the untrained eye. In times of rising inflation, from mid-2021 onwards, financial aspects seem to weigh even more heavily than two years before. The less disposable income people have, the lower the scores on senior-friendliness are. This also applies to people with vulnerabilities such as limitations due to illness and/or in mobility. This can be seen, for example, in the score for Social Participation where the differences between having or not having financial challenges or limitations due to illness and in mobility have increased over the past two years. It is therefore advisable to look further into appropriate activity provision for Clusters 1 and 2. The Outdoor Space and Buildings domain remains an area of concern and in September 2022, the City of The Hague's College Agreement [2022] announced major investment in this area.

The information in the tables shows that older people in Clusters 1 and 2 in particular have the most challenges that can be addressed by specific policies in the areas where they score lower, namely finance, outdoor spaces and participation in society. A clear relationship between experiencing inadequate financial resources and perceived age-friendliness has been demonstrated in Cluster 1. The municipality could enquire from this group what needs are investigated where this group would be most helped after which policies could be made. This also applies to Cluster 2, but with a focus on impairments due to illness and mobility. Since satisfaction with The Hague's age-friendliness is much higher among people in Cluster 3 (the contented older people) and 4 (affluent older people), these groups require less attention from municipal policymakers. To prevent people from Cluster 3 and, to a lesser extent, Cluster 4 from shifting to Clusters 1 and 2, it is advisable to focus on preventive measures. Consider preventive activities around lifestyle and supporting current independence.

**THE LESS SPENDABLE
INCOME PEOPLE HAVE,
THE LOWER THE SCORES ON
BE AGE-FRIENDLY.**

Cluster 1 Financial challenges

This cluster could benefit from policies related to:

- Financial support measures (this includes a wide range of possible measures in terms of benefits, and assistance with the cost of public transport, free internet and digital training)
- Energy cost and energy saving measures in the home
- Increase social participation opportunities, e.g. through livability in outdoor spaces, such as shops, safety

The researchers further recommend doing further research this target group or using information from the City Talks and from Social Affairs to find targeted solutions for older people with financial challenges.

Cluster 2. Solutions to declining health

This cluster could benefit from policies related to:

- Quality of district care (transport and mobility, home care, welfare, participation/meeting places)
- Improving outdoor space

The researchers further recommend doing further research this target group or using information from the City Talks and from Social Affairs to provide targeted solutions for older people with health challenges.

Cluster 3. Maintaining the status quo

This cluster could benefit from policies related to:

- Enabling people to continue living in this way (education, training, digitalisation, age- and environment-friendly solutions)
- Prevention (lifestyle, fall prevention, income insurance)

Cluster 4. The upper echelon

This cluster could benefit from policies related to:

- Focus on prevention (lifestyle, fall prevention)
- Promoting people's abilities to contribute to society



4

FINDINGS TOP-UP QUESTIONS SOC 2022

The sections below describe the results of the top-up questions asked to the 396 respondents who participated in the field survey of which 381 people answered most of the questions. These questions are successively:

- The municipality is easily accessible for queries and complaints.
- I know where a Service Point XL is located.
- I know what I can arrange at a Service Point XL.
- Special transport for older people is well organised.
- My home is fit for my future.
- I know the way for a needed modification of my home.
- I am able to finance adaptations to my home.
- I know the way for a move to another property.
- I am capable of organising a move.
- I am able to finance a move.

4.1 The municipality is easily accessible for queries and complaints?

There is great division among older people when asked how well the municipality can be reached for questions and complaints. There are no striking differences between city districts.

Table 8: SOC question 1.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	89 (23%)	145 (38%)	137 (36%)	10 (3%)
Leidschenveen-Ypenburg n=17	3 (18%)	8 (47%)	6 (35%)	-
Centre n=48	14 (29%)	16 (34%)	17 (35%)	1 (2%)
Hook n=10	1 (10%)	1 (10%)	6 (60%)	2 (20%)
Segbroek n=46	11 (24%)	21 (46%)	14 (30%)	-
Scheveningen n=62	11 (17%)	24 (39%)	22 (36%)	5 (8%)
Escamp n=62	20 (32%)	18 (29%)	23 (37%)	1 (2%)
Loosduinen n=73	15 (20%)	32 (44%)	25 (34%)	1 (2%)
Haagse Hout n=63	14 (22%)	25 (40%)	24 (38%)	-

4.2 I know where a Service Point XL is located

More than half of older people do not know how to find the Service Point XL. Again, there is a consistent picture between the booth sections.

Table 9a: SOC question 2.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	208 (55%)	68 (18%)	89 (23%)	16 (4%)
Leidschenveen-Ypenburg n=17	8 (47%)	3 (18%)	4 (23%)	2 (12%)
Centre n=48	26 (54%)	8 (17%)	12 (25%)	2 (4%)
Hook n=10	3 (30%)	1 (10%)	4 (40%)	2 (20%)
Segbroek n=46	29 (63%)	7 (15%)	9 (20%)	1 (2%)
Scheveningen n=62	37 (60%)	9 (14%)	12 (20%)	4 (6%)
Escamp n=62	28 (45%)	14 (23%)	19 (31%)	1 (2%)
Loosduinen n=73	37 (51%)	17 (23%)	17 (23%)	2 (3%)
Haagse Hout n=63	40 (63%)	9 (14%)	12 (20%)	2 (3%)

Table 9b: SOC question 2, broken down further.

	Complete ly disagree	Disagree	Neutral	Once	Totally agree
Care at home yes n=95	21	35	14	21	4
Care at home no n=273	22.0	33.7	20.5	20.1	3.7
Chronic disease yes n=140	21.4	37.1	16.4	20.0	5.0
Chronic disease no n=226	22.1	33.2	20.4	21.2	3.1
Resource yes n=72	29.2	37.5	16.7	15.3	1.4
Resource no n=293	20.1	34.1	19.5	21.8	4.4
Perceived financial opportunities negative n=112	19.6	32.1	2.3	23.2	2.7
Perceived financial opportunities positive n=261	22.2	36.4	17.6	19.5	4.2

4.3 I know what I can arrange at a Service Point XL

More than half of older people do not know what they can arrange at the Service Point XL. Again, there is a consistent picture between the city districts.

Table 10a: SOC question 3.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	211 (55%)	81 (21%)	73 (20%)	16 (4%)
Leidschenveen-Ypenburg n=17	8 (47%)	4 (23%)	3 (18%)	2 (12%)
Centre n=48	26 (54%)	9 (19%)	10 (21%)	3 (6%)
Hook n=10	3 (30%)	1 (10%)	3 (30%)	3 (30%)
Segbroek n=46	28 (61%)	12 (26%)	6 (13%)	-
Scheveningen n=62	35 (57%)	10 (16%)	13 (21%)	4 (6%)
Escamp n=62	31 (50%)	15 (24%)	15 (24%)	1 (2%)
Loosduinen n=73	40 (54%)	19 (26%)	13 (18%)	1 (1%)
Haagse Hout n=63	40 (64%)	11 (18%)	10 (16%)	2 (3%)

Table 10b: SOC demand, broken down further.

	Complete ly disagree	Disagree	Neutral	Once	Totally agree
Care at home yes n=94	24.5	36.2	19.1	17.0	3.2
Care at home no n=274	21.2	35.0	23.7	17.2	2.9
Chronic disease yes n=139	22.3	38.8	18.7	15.8	4.3
Chronic disease no n=226	21.5	33.8	24.6	18.0	2.2
Resource yes n=71	29.6	36.6	19.7	12.7	1.4
Resource no n=294	20.1	35.4	23.5	17.7	3.4
Perceived financial opportunities negative n=109	20.2	33.9	22.9	20.2	2.8
Perceived financial opportunities positive n=264	22.0	36.4	22.3	16.3	3.0

4.4 Special transport for older people is well organised

Most older people have a neutral/positive idea about special transport in the city.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	66 (17%)	223 (59%)	74 (19%)	18 (5%)
Leidschenveen-Ypenburg n=17	5 (29%)	9 (53%)	3 (18%)	-
Centre n=48	8 (16%)	27 (57%)	10 (21%)	3 (6%)
Hook n=10	2 (20%)	5 (50%)	2 (20%)	1 (10%)
Segbroek n=46	7 (15%)	30 (65%)	5 (11%)	4 (9%)
Scheveningen n=62	4 (6%)	36 (58%)	18 (29%)	4 (6%)
Escamp n=62	15 (24%)	30 (48%)	15 (24%)	2 (3%)
Loosduinen n=73	10 (14%)	48 (66%)	12 (16%)	3 (4%)
Haagse Hout n=63	15 (23%)	38 (60%)	9 (15%)	1 (2%)

4.5 My home is fit for my future

More than half of older people consider his/her home fit for the future.

Table 12: SOC question 5.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	65 (17%)	93 (24%)	217 (57%)	6 (2%)
Leidschenveen-Ypenburg n=17	2 (12%)	4 (23%)	11 (65%)	-
Centre n=48	13 (25%)	9 (19%)	25 (54%)	1 (2%)
Hook n=10	3 (30%)	2 (20%)	4 (40%)	1 (10%)
Segbroek n=46	11 (24%)	12 (26%)	23 (50%)	-
Scheveningen n=62	7 (11%)	16 (26%)	37 (50%)	2 (3%)
Escamp n=62	8 (12%)	19 (31%)	34 (55%)	1 (2%)
Loosduinen n=73	14 (19%)	12 (16%)	47 (65%)	-
Haagse Hout n=63	7 (11%)	19 (30%)	36 (57%)	1 (2%)

4.6 I know the way for a needed adaptation of my home

What route can be gone through for home adaptations is less known and gives a scattered picture across city districts.

Table 13: SOC question 6.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	103 (27%)	130 (34%)	139 (36%)	9 (3%)
Leidschenveen-Ypenburg n=17	4 (24%)	8 (47%)	5 (29%)	-
Centre n=48	12 (25%)	14 (29%)	21 (43%)	1 (6%)
Hook n=10	4 (40%)	2 (20%)	2 (20%)	2 (20%)
Segbroek n=46	11 (24%)	16 (35%)	19 (41%)	-
Scheveningen n=62	13 (21%)	20 (32%)	26 (42%)	3 (5%)
Escamp n=62	18 (29%)	22 (35%)	21 (33%)	1 (2%)
Loosduinen n=73	19 (27%)	28 (38%)	24 (33%)	2 (3%)
Haagse Hout n=63	22 (35%)	20 (32%)	21 (34%)	-

4.7 I am able to finance adaptations to my home

Around being able to finance adaptations, there are differences between city districts, where older people living in Centrum, Laak and Escamp more often indicate that they would not be able to finance these adaptations.

Table 14: SOC question 7.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	121 (32%)	108 (28%)	145 (38%)	7 (2%)
Leidschenveen-Ypenburg n=17	4 (24%)	7 (41%)	6 (35%)	-
Centre n=48	20 (42%)	13 (27%)	15 (31%)	-
Hook n=10	5 (50%)	1 (10%)	2 (20%)	2 (20%)
Segbroek n=46	12 (26%)	11 (24%)	23 (50%)	-
Scheveningen n=62	13 (21%)	20 (32%)	26 (42%)	3 (5%)
Escamp n=62	30 (48%)	17 (27%)	14 (23%)	1 (2%)
Loosduinen n=73	20 (28%)	25 (34%)	27 (37%)	1 (1%)
Haagse Hout n=63	17 (27%)	14 (22%)	32 (51%)	-

4.8 I know the way to move to another property

Knowledge among older people which path can be taken before moving to another property gives a spread picture across city districts.

Table 15: SOC question 8.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	93 (24%)	139 (37%)	137 (36%)	12 (3%)
Leidschenveen-Ypenburg n=17	4 (24%)	5 (29%)	8 (47%)	-
Centre n=48	14 (29%)	15 (31%)	18 (37%)	1 (3%)
Hook n=10	4 (40%)	3 (30%)	1 (10%)	2 (20%)
Segbroek n=46	14 (30%)	18 (39%)	14 (30%)	-
Scheveningen n=62	11 (18%)	21 (34%)	27 (44%)	3 (5%)
Escamp n=62	18 (28%)	24 (39%)	17 (29%)	3 (5%)
Loosduinen n=73	13 (18%)	28 (38%)	29 (40%)	3 (4%)
Haagse Hout n=63	15 (24%)	25 (40%)	23 (37%)	-

4.9 I am able to organise a move

In general, older people think they are perfectly capable of organising a move. Notable is the Escamp district where 25 people 41%, said they would have to do this.

Table 16: SOC question 9.

	Totally disagree/ Disagree	Neutral	Agree/ Totally agree	Missing
Total	89 (23%)	83 (22%)	189 (50%)	20 (5%)
Leidschenveen-Ypenburg n=17	1 (6%)	1 (6%)	15 (88%)	-
Centre n=48	16 (33%)	11 (23%)	20 (41%)	11 (2%)
Hook n=10	2 (20%)	3 (30%)	3 (30%)	2 (20%)
Segbroek n=46	10 (22%)	7 (15%)	29 (63%)	-
Scheveningen n=62	10 (16%)	15 (24%)	34 (55%)	3 (5%)
Escamp n=62	25 (41%)	19 (31%)	17 (28%)	1 (2%)
Loosduinen n=73	12 (17%)	22 (30%)	36 (49%)	3 (4%)
Haagse Hout n=63	13 (20%)	15 (24%)	35 (56%)	-

4.10 I am able to finance a move

Around being able to finance a move, we see the same picture as finance question 6.7. Older people living in Centrum, Laak and Escamp more often indicate that they would not be able to finance such a move.

Table 17: SOC question 10.

	Completely disagree Disagree	Neutral	Agree/ Totally agree	Missing
Total	107 (28%)	95 (25%)	169 (44%)	10 (3%)
Leidschenveen-Ypenburg n=17	4 (24%)	-	13 (76%)	-
Centre n=48	21 (44%)	6 (12%)	20 (41%)	1 (2%)
Hook n=10	4 (40%)	3 (30%)	1 (10%)	2 (20%)
Segbroek n=46	9 (19%)	9 (20%)	28 (61%)	-
Scheveningen n=62	15 (25%)	11 (18%)	33 (53%)	3 (5%)
Escamp n=62	25 (40%)	26 (42%)	10 (16%)	1 (2%)
Loosduinen n=73	17 (23%)	23 (32%)	30 (41%)	3 (4%)
Haagse Hout n=63	12 (20%)	17 (27%)	(54%)	-



5

FINDINGS SUSTAINABILITY

The Older People Panel 2022 presented 41 propositions to older citizens of The Hague around the theme of sustainability. Until now, no validated instrument existed for this topic in the broad sense, both for people in general and seniors in particular, while issues such as energy poverty and the Sustainable Development Goals feature prominently in many policy documents, especially after the invasion of Ukraine and rising energy prices. Based on going through the COSMIN protocol (COnsensus-based Standards for selection of health Measurement INstruments), we worked towards a new measurement instrument called the SustainABLE-16 Questionnaire (Questionnaire) (Table 18), which consists of 16 items (Dikken et al., 2023).

Item	Domain	Completely disagree	Disagree	Neither agree nor disagree	Once agree	Totally agree
Environmentally conscious behaviour						
1	I sometimes turn off lights or equipment for the sake of cost.					
2	I sometimes turn off lights or equipment for the sake of the environment.					
3	I deliberately turn down the heating in winter for the sake of cost.					
4	I deliberately turn down the heating in winter for the sake of the environment.					
5	I pay attention to cost when keeping my home cool during hot spells.					
6	I pay attention to the environment when keeping my home cool during hot spells.					
Financial position						
7	I am able to pay my energy bills.					
8	I have the financial means to implement energy-saving measures in my home.					
9	I have sufficient financial resources to live an environmentally conscious life.					
Beliefs						
10	I worry about the climate.					
11	I separate my waste where I can.					
12	I think it is important to use renewable energy.					
13	I have taken measures myself to live a more sustainable life.					
14	I am willing to eat less/no more meat from an environmental point of view.					
15	I am willing to eat seasonal produce more often from an environmental point of view.					
16	I believe biodiversity affects my quality of life.					

Explanation: questions are answered on a 5-point Likert scale of completely disagree (score = -2), disagree (score = -1), neither agree nor disagree (score = 0), agree (score = 1), completely agree (score = 2).

Legend for interpretation of colour codes versus numerical scores.

Domain	--- - Q4	--- Q3	-- Q2	- Q1	0	+ Q1	++ Q2	+++ Q3	+++ + Q4
Environmentally conscious behaviour	-12.0	-9.0	-6.0	-3.0	0	3.0	6.0	9.0	12.0
Financial position	-6.0	-4.5	-3.0	-1.5	0	1.5	3.0	4.5	6.0
Beliefs	-14.0	-10.5	-7.0	-3.5	0	3.5	7.0	10.5	14

As can be seen, there are statements on environmentally conscious behaviour, around someone's financial position and on beliefs. Together, they paint a picture of sustainable behaviour, capabilities and willingness among seniors.

This questionnaire was created using the same sample as the AFCCQ, only slightly fewer seniors in The Hague completed it. A total of 396 completed the questionnaire, of which 10 came from recruitment through GetOud. For psychometric validation, the data of 336 people were included, as there were too many missing data for 60 participants (Table 19). For the representative study itself, the sample consisted of 388 respondents, which stemmed from whether or not they had missing values in the completed questionnaire, and if so, the extent to which (Table 20).

Table 19: Characteristics of participants for taking the sustainability questionnaire (total n =336).

	n (%) or mean (SD)
Gender	
Man	155 (47.7%)
Woman	170 (52.3%)
Missing value	11 (3.3%)
Age	
Mean (SD)	74.7 (9.02)
65-69	59 (17.6%)
70-74	79 (23.5%)
75+	133 (39.6%)
Missing value	65 (19.3%)
Born in the Netherlands (%) ¹	276 (84.7%)
Education level (ISCED score)	
Low (level 0-3)	137 (40.8%)
Medium (level 4-5)	29 (8.6%)
High (level 6-8)	165 (49.1%)
Missing value	5 (1.5%)
Number of years living in The Hague	
Mean (SD)	51.1 (24.5)
House type	
Buying house	192 (57.8%)
Social housing	87 (26.2%)
Private hire	53 (16.0%)
Missing value	4 (1.2%)
Living together with a partner (%)	180 (54.1%)
Receives care (%)	81 (24.3%)
One or more chronic conditions (%)	119 (36.0%)
Uses a mobility aid (%)	60 (18.2%)

¹ Indicates a possible migration background, and includes the (former) overseas territories.

Table 20: Characteristics of participants for the representative survey (total n = 388).

	n (%) or mean (SD)
Gender	
Man	166 (42.8%)
Woman	205 (52.8%)
Missing value	17 (4.4%)
Age	
Mean (SD)	74.9 (8.78)
65-69	94 (24.2%)
70-74	112 (28.9%)
75+	158 (40.7%)
Missing value	24 (6.2%)
Born in the Netherlands (%)¹	307 (79.1%)
Education level (ISCED score)	
Low (level 0-3)	241 (62.1%)
Medium (level 4-5)	30 (7.7%)
High (level 6-8)	108 (27.8%)
Missing value	9 (2.3%)
Number of years living in The Hague	
Mean (SD)	50.8 (24.78)
House type	
Buying house	213 (54.9%)
Social housing	105 (27.0%)
Private hire	62 (16.0%)
Missing value	8 (2.1%)
Living together with a partner (%)	165 (42.5%)
Missing value	7 (1.8%)
Receives care (%)	99 (25.5%)
Missing value	7 (1.8%)
One or more chronic conditions (%)	145 (37.4%)
Missing value	9 (2.3%)
Uses a mobility aid (%)	76 (19.6%)
Missing value	11 (2.8%)
Quality of life (scale of 1 low to 10 high)	
Mean (SD)	7.75 (1.11)

¹ Indicates a possible migration background, and includes the (former) overseas territories.

Overall, in 2022, the municipality of The Hague scored "positive" on all four (sub)domains of the questionnaire (Table 21). Looking at the distribution scores for the eight districts of the municipality of The Hague, all the sub-scores are again positive, but with subtle differences between the average scores for the districts:

- The highest scores for Pro-environmental behaviour were found in Leidschenveen-Ypenburg (financially driven) and in Segbroek (environmentally focused). These scores were lowest in Laak and Escamp.
- Scores on Financial position were lowest in Centre and highest in Segbroek.
- The scores for Beliefs were lowest in Laak and again highest in Segbroek, with scores in Segbroek being twice as high as those in Laak. On average, none of the districts scored negatively.

5.1 Sustainability clusters

To get a better picture of what lies behind the completed answers, to be more precise, what type of older people are hiding, a cluster analysis was carried out. In this form of data analysis, people with similar answers grouped together, and in such a way that the clusters were significantly different from each other. The characteristics belonging to these clusters are expressed as percentages. If the percentage is between 75 and 99%, this value is highly probable as a characteristic for this cluster, For percentages between 51 and 75%, it is probable. If the value does not exceed 50% there was no probability value to assign.

Six clusters or profiles of Hague seniors followed from the cluster analysis. The smallest cluster, namely cluster 1, consisted of 11 people. People in this group were the least likely to (prefer) a sustainable lifestyle and could be considered outliers. Cluster 4 consisted of 57 people, with relatively high scores for eco-friendly behaviour and beliefs, but with negative scores for financial position. Cluster 2 consisted of 62 people and had low but positive scores for Pro-environmental behaviour (financially driven), but slightly negative scores for Pro-environmental behaviour (environmentally driven), Financial Position and Beliefs. Cluster 6 consisted of 63 people and overall scored highest on each of the four domains. Cluster 5 consisted of 79 people and has low but positive scores for Pro-environmental behaviour (financially driven), slightly higher scores for Pro-environmental behaviour (environmentally driven) and high scores for Financial Position and Beliefs, albeit slightly lower than observed in Cluster 6. At Finally, there were 116 people in Cluster 3. This cluster has positive scores for both Pro-environmental Behaviour and Beliefs. The score for finance-driven pro-environmental behaviour may be determined by the lower score for Financial Position.

Based on the salient features of each cluster and notable differences between clusters (Table 22), narratives were developed for each of the profiles (Table 23). The average age of the clusters did not differ much, ranging from Cluster 3 as the oldest (75.9 ± 6.6) and Cluster 6 as the youngest group (72.2 ± 5.1). People from Cluster 2 and 5 are more often male. Looking at the education level of the clusters, all six had a large number of people with lower education (ISCED 0-3), the highest (90.9%) in Cluster 1. Clusters 5 and 6 had the highest percentages of people with higher education scores (ISCED 6-8), at 40.3 and 45.2%. Cluster 4 had the highest percentage of people not born in the Netherlands compared to the other clusters.

Looking at people's living situation, Clusters 5 and 6 have a majority of owner-occupiers than the other clusters, while Clusters 1 and 3 have a majority of people living in social rented accommodation. People from Clusters 1 to 4 are most likely to live alone, with an equal distribution in Cluster 6 and a majority of people living with a partner in Cluster 5.

Looking at the overall health of the clusters, only a majority of older people in Cluster 4 have one or more chronic conditions.

The overall positive picture that emerged from the descriptive statistics gains more nuance when analysing the results of the cluster analysis. It would be best to discuss these clusters from a policy perspective and interventions, knowing that the clusters are not necessarily predictive, the reality is more nuanced despite the fact that the survey included a representative sample of older people.

Environmentally conscious behaviour (both financially driven and environmentally driven) scores positively for Clusters 3 to 6. People in Clusters 4 and 6 score highest, and the financially driven component is strong in both clusters, but perhaps for different reasons such as financial necessity given the cost-of-living crisis for Cluster 4. Those in Cluster 6 score significantly higher than the older people in Cluster 5, which may be an indicator of higher intrinsic and extrinsic motivation. Clusters 3 and 5 would benefit from special campaigns to improve pro-environmental behaviour. Cluster 1 and 2 are less keen on sustainable lifestyles, but people in Cluster 2 can be persuaded through the financial route. If sustainable measures have a positive impact on the level of disposable income, this could be a way to improve overall scores.

The scores for Financial position are highest among Cluster 5 and 6, and to a slightly lesser extent among Cluster 1. People in Cluster 5 and 6 also have the right beliefs and sufficient financial resources to lead and pay for a sustainable lifestyle. The largest group of people is found in Cluster 3, and this seems to be the "silent majority" of people who try to live their lives as best they can and who follow the discourse in Dutch society that an environmentally sustainable lifestyle is important, but who are not adamant and persistent in their daily behaviour and choices. People in Cluster 3 score modestly positive and may not be inclined to spend their disposable income on sustainable options, including housing adaptations and nutrition. Cluster 4 has the largest group of people with chronic conditions, and this group of people has a positive attitude towards environmentally sustainable lifestyles, both out of personal beliefs and financial necessity. However, their financial position seems to hinder the implementation of solutions that require further investment. This group would potentially benefit most from subsidies and financial support systems. Such instruments could also be a trigger for those in Cluster 2.

Regarding Beliefs, people in Cluster 4, 5 and 6 score highest by far, with positive scores for Cluster 3 as well. As mentioned earlier, people in Cluster 1 score negatively on Beliefs and people in Cluster 2 score moderately negatively, which could possibly be countered through education and training. People in Cluster 1 seem to show an overall rejection of notions of an environmentally sustainable lifestyle, and even financial drivers behind sustainable behaviour are not enough to make people change their choices. People in Cluster 2 are also not convinced that environmental sustainability is important, but are willing to adjust their behaviour based on financial implications. For instance, heating a house in winter can be costly in times of rising energy prices, and turning down the thermostat to save money is the main driver behind sustainable choices.

Through cluster analysis, the results of the SustainABLE-16 Questionnaire can help understand which groups are willing (and unwilling) to pursue a more sustainable lifestyle, and whether or not they can afford such a lifestyle. There is also overlap with the four age-friendly personalities, which also found two groups of older people with limited financial resources and with chronic illnesses and disabilities that had a negative effect on perceptions of age-friendliness. There was also a large group of relatively satisfied older people and an upper layer of people who were well off in all respects.

Table 21: Results for The Hague and city districts (averages and standard deviations).

	Environmentally conscious behaviour		Financial position	Beliefs
	Financially driven	Environmentally driven		
The Hague Total (n=388)	2.5±2.45	2.1±2.70	1.3±2.70	5.3±5.02
Loosduinen (n=74)	2.6±2.06	2.0±2.53	1.6±2.49	5.3±4.95
Escamp (n=60)	2.3±2.91	1.6±3.03	0.5±2.60	3.5±4.89
Segbroek (n=50)	2.6±2.60	2.8±2.73	2.1±2.91	7.6±5.78
Scheveningen (n=61)	2.7±2.59	2.0±2.89	1.8±2.72	5.6±4.69
Centre (n=45)	2.6±2.24	2.3±2.32	0.4±2.76	5.0±4.52
Laak (n=10)	2.3±3.50	1.7±3.53	0.5±3.27	3.2±6.64
Haagse Hout (n=60)	2.4±2.23	1.9±2.36	1.9±2.36	5.3±4.62
Leidschenveen-Ypenburg (n=15)	3.0±2.90	2.4±3.10	1.5±2.56	7.0±3.96

Table 22: The cluster scores for the six sustainability clusters to be distinguished.

	Cluster 1 (n=11)	Cluster 2 (n=62)	Cluster 3 (n=116)	Cluster 4 (n=57)	Cluster 5 (n=79)	Cluster 6 (n=63)	Sig.
Domain	Average	Average	Average	Average	Average	Average	Cluster differences
Environmentally conscious behaviour (financially driven)	-1.64	1.35	2.47	4.21	1.20	4.70	<.001
Environmentally conscious behaviour (environmentally driven)	-4.91	-0.29	1.76	3.68	1.72	5.10	<.001
Financial position	2.82	-0.13	0.81	-1.88	3.23	4.05	<.001
Beliefs	-8.36	-0.90	3.71	7.12	7.99	11.71	<.001

Table 23: The six sustainability clusters identifiable in The Hague.

	Cluster 1 (n=11)	Cluster 2 (n=62)	Cluster 3 (n=116)	Cluster 4 (n=57)	Cluster 5 (n=79)	Cluster 6 (n=63)
Personal factors	Age: 77.0 ± 5.8 Living in The Hague: 62.4±25.5 years 54.5% female* Very likely to have been born in NL: 90.9%**	Age 75.8 ± 6.1 Living in The Hague: 54.0±25.8 years 58.6% male* Very likely born in NL: 88.1%**	Age 75.9 ± 6.6 Living in The Hague: 54.5 ± 24.4 years 63.0% female* Very likely born in NL: 83.5%**	Age 74.2 ± 6.3 Living in The Hague: 45.0±23.1 years 64.9% female* Probably born in NL: 62.5%*	Age 75.3 ± 7.1 Living in The Hague: 48.1±26.0 years 57.9% male* Very likely born in NL: 94.6%**	Age 72.2 ± 5.1 Resident in The Hague: 48.0±23.0 years 62.3% female* Very likely to have been born in NL: 79.0%**
Training	Very likely to have completed a lower level of education** (ISCED 0-3) (90.9%)	Very likely to have completed a lower level of education** (ISCED 0-3) (75.0%)	Has probably completed a lower level of education* (ISCED 0-3) (67,0%)	Has probably completed a lower level of education* (ISCED 0-3) (70.2%) although in this group a large percentage have a higher completed education level (ISCED 6-8) (24,6%).	Has probably completed a lower level of education* (ISCED 0-3) (50.5%) although in this group a large percentage completed a higher level of education (ISCED 6-8) (40,3%).	Is likely to have completed a lower level of education* (ISCED 0-3) (51.6%) although in this group the largest percentage completed a higher level of education (ISCED 6-8) (45,2%).
Housing	People are most likely to live in rented accommodation* (63.6%) of which 54.5% are in social housing. People very likely to live alone: 81.8%**	People are most likely to live in rented accommodation* (53.4%) of which 31.7% are in social housing. People likely to live alone: 60%*	People are most likely to live in rented accommodation* (58.0%) of which 54.5% are in social housing. People likely to live alone: 56.6%*	People are most likely to live in rented accommodation* (56.2%) of which 40.4% are in social housing. People very likely to live alone: 78.6%**	People are most likely to live in owner-occupied houses** (83.3%) and only 7.7% live in a social rental property. People likely to live with a partner: 59%*	People are most likely to live in owner-occupied housing* (71.0%) and 19.4% live in social housing. Equal ratio of living alone or living together.
Health	Of this group, 45.5% of people to a chronic condition, 27.3% get some form of healthcare and 26.4% make use of a mobility aid.	Of this group, 45.8% of people to a chronic condition to have, 33.3% gets any kind of healthcare and 28.8% use Of a mobility tool. Two of the scores belong to the highest of all clusters.	This group is reasonably healthy. About 37.8% of people has a chronic disease. Only 23.0% got any kind of healthcare and 22.1% used a mobility aid.	Has probably been at least one chronic condition* (59.6%), 32.1% received any form of healthcare and 19.6% used a mobility aid.	This group is the healthiest. Only 21.8% have a chronic condition, 23.1% got any kind of healthcare and 15.8% used a mobility aid, which is something more than people in Cluster 6.	This group is reasonably healthy. About 31.7% of people has a chronic disease. Only 22.2% received any form of healthcare and 11.3% used a mobility aid (both the lowest of the clusters).
Rating quality of life	8.36±1.12	7.40±1.18	7.58±1.08	7.36±1.17	8.04±0.78	8.27±1.08

** very likely >75%, *likely 51-74%, no salience <50%.

5.2 Potential impact on municipal policy

The results of this study can be used by municipal policymakers to draw up new policies or action programmes in the field of sustainability, especially where older people of The Hague are concerned. In doing so, the municipality is encouraged to enter into dialogue with older citizens from the various clusters to further explore where possible solutions lie for them. For each cluster, we provide possible suggestions for municipal policy. These suggestions are not based on feedback from older people themselves.

Cluster 1. Non-involvement in policy measures

- This cluster does not benefit from policies, as beliefs and behaviours score negatively.

Cluster 2. Explore opportunities for financial incentives

This cluster could benefit from policies related to:

- Financial support measures
- Energy cost measures
- Improving housing quality (energy, comfort)
- Price incentives to encourage seasonal foods and foods of non-animal origin
- In the longer term, effects can be obtained from knowledge transfer and specific information

Cluster 3. Focus on broadening knowledge and practice

This cluster will benefit from policies related to:

- Enabling people to continue living this way (information, courses, environmentally friendly solutions)
- Further price incentives to encourage seasonal and non-animal food, as personal budgets are adequate but not inexhaustible
- Tax incentives and subsidies
- In the longer term, effects can be achieved from further knowledge transfer and specific information

Cluster 4. Provide financial support

This cluster will benefit from policies related to:

- Financial support measures (including energy) and subsidies
- Improve quality of rental housing (energy, comfort)
- Actions by municipalities and government to better understand the financial challenges people face
- Campaigns to raise awareness about local government support
- Price incentives to encourage seasonal foods and foods of non-animal origin
- In the longer term, effects can be made on knowledge transfer and specific information targeted at living with limited financial resources

Cluster 5. Focus on continuing and encouraging environmentally friendly behaviour

This cluster could benefit from policies related to:

- Fostering and promoting people's capacities to contribute to a sustainable society
- Maintain tax breaks for sustainability measures
- Actions to further improve environmentally friendly behaviour, e.g. through courses and information

Cluster 6. Focus on continuity

This cluster could benefit from policies related to:

- Fostering and promoting people's capacities to contribute to a sustainable society
- Maintain tax breaks for sustainability measures



6

CONCLUSIONS AND RECOMMENDATI ONS

- The overall image of The Hague as a age-friendly city is worth an average of seven when converted to a report grade and remains stable. Yet there are some notable shifts.
- We have had an eventful two years, with the COVID-19 pandemic, the start of the war in Ukraine, and a huge rise in inflation. We also see this reflected in the perceived age-friendliness of the city of The Hague. The financial component in this is strongly reflected among older citizens who are already not well off. They experience the city as less age-friendly due to trends in society.
- Striking, but well explainable, is the decline in almost all city districts in the *Social Participation* domain. People participate less in activities, partly as a result of COVID-19. The decline in social contacts that followed, from the one-half meter measure, and the cessation of activities, has not fully rebounded after the pandemic. Not all seniors are as active as before (Table 4b).
- Equally striking is the increase (positive) in the *Respect and social inclusion* domain. A possible explanation lies in the fact that older citizens are less likely to leave their homes (and therefore less likely to be treated negatively) or that people (including between generations) have become more attentive to each other as a result of the pandemic and softer in their dealings.
- Outdoor space and buildings remains an area of concern, which has also seen additional measures in the recent College Agreement of the Municipality.
- Financial situation has become worse due to rising inflation since July 2021, and the invasion and war in Ukraine, especially energy and grocery prices are most felt in it. The gap between older people who can and cannot make ends meet financially has widened.
- Questions from the Urban Older People Commission show that people do not find their way to Service Point XL (see Tables 9b and 10b). So the people who need it are also not reached. There are no differences in how findable these points are, or whether people know what to go to a Service Point XL for, between older people with or without a need for help This is a point for attention.
- In a period of rising prices, the statements on sustainability indicate a great willingness and/or need to be frugal. Yet answers diverge widely, with both financial capabilities and possible life beliefs playing a role. When it comes to sustainability policies, it is important to explicitly include the income position of older citizens given the large standard deviation when answering questions with a financial component. This is also evident from the results of the cluster analysis, where there is a clear group that is less able to make ends meet financially.

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