

Zagreb-Healthy city



THE CITY HEALTH PROFILE

Zagreb-Zdravi grad



THE CITY OF ZAGREB
City Office for Health, Labour and Social Welfare





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1.INTRODUCTION

1.1 About the Healthy Cities Project globally and in Croatia

World Health Organization's Regional Office for Europe initiated the Healthy City Project in 1986, with the aim to boost the interest for positive concept of health in the cities throughout Europe and to foster and enable their direct co-operation without barriers of political borders.

This movement primarily focuses on cities, but also on other settings where people live and work. The Healthy City Project is based on the 'health for all' strategy, whose principles are implemented, by local action, on the city level.

There are three important strategic principles of healthy cities:

1. Multi-sector approach – according to which health is not only the issue of the health care system, but also of all other related and development systems of a society;

2. Citizens' active participation (self-help, mutual help, the possibility to make decisions on health, etc.)

3. Healthy environment (biological, physical and social environments) – citizens' right and duty to live environment of both aesthetic and ecological quality.

The Healthy City Project promotes holistic nature of health, pointing to interdependence of physical, mental, social and spiritual dimensions of health. The project is based on the assumption

that health can be achieved by joint efforts of individuals and groups living in a city. The important notion of the project is assumption that, when making political decisions on the level of city government, the possible impact of such decisions on health should always be taken into consideration. Living conditions, environment, education, public services, social welfare and other have a profound influence on the citizens' health. It is because of such influence that focusing on health means including organizations and individuals working outside the health sector into activities aimed at improving the citizens' health. This process of joint activities aimed at improving health is designated by the term 'inter-sector or cross-sector activities'.

People's choice of life styles, use of health services, viewpoints on health issues and their activities have important impact on their own health. The Healthy City Project is aimed at fostering their taking more active part in all activities in the city that can influence health.

In order for these basic project goals to be achieved—enhancing health and preventing disease through inter-sector activities - change-supporting environment should be created, continuous search for new ideas and innovative methods fostered, and those that have successfully introduced





new approaches and programs supported. Indicator of achievement of the Healthy City Project is acceptance of the health promoting policy on the city level.

The World Health Organization's Healthy Cities Project is a long-term, international, development project, the goal of which is to secure top positioning for health on the agenda of political factors in European cities, and to promote local comprehensive strategies for health and sustainable development based on the principles and long-term goals of the 'Health for All for the 21st Century' and the 'Local Agenda for the 21st Century' strategies. The final goal of the Healthy City Project is to improve urban environment, places where people live, work or go to school, thus improve their physical, mental and social wellbeing.

The World Health Organization's Healthy City Project was initiated in 1987 and so far two phases of project implementation have been completed. The emphasis of the first phase, from 1987 to 1992, was to strengthen community participation and develop partnership in creation of the healthy public policy by removing political and institutional barriers to change. The expected outcome of the first phase was to create and put in place the infrastructure for implementing the Healthy City Project. Strategic goals of the second phase (1993-1998) include accelerating adoption of healthy public policy on the city level, enhancing the support system (health alliance), and creating strategic connections with other sectors and organizations having influence on the city development. The expected outcomes of the second phase were to create, adopt and implement key strategic

documents of the Healthy City, the City Health Profile and the City Health Plan. The goal of the third phase of the project, which will last till the end of 2003, is to translate the strategy of the 'Health for All for the 21st Century' and the 'Local Agenda for the 21st Century' documents into the language of local communities by creation and implementation of the 'City Sustainable Health Development Plan'.

In Europe there are about fifty project cities brought together by implementation of the third phase of the European Healthy Cities Project (among which Croatian representatives, Rijeka and Zagreb), about thirty national Healthy Cities Networks (Austria, Belgium – the Flanders and France, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia, Finland, France, Greece, Norway, Germany, Poland, Portugal, Russia, Slovakia, Slovenia, Spain, Sweden, Italy, Turkey, Ukraine and the network of Great Britain), with more than 1500 member cities, and the project is still spreading to Australia, the USA, Canada, countries of the Middle and Far East, so that more than 3000 cities are included in the global network.

Zagreb was one of the pioneers of the development of the Healthy Cities Project in Europe, and it hosted the European Healthy Cities Conference in autumn 1988 (which was designated as official outset of the European Healthy City Project during the conference held in Athens in 1998). Zagreb project team initiated creation and enlargement of the Healthy Cities Network in Croatia. Since 1992 the Croatian National Network has been registered as a non-government organization, whose president is Slobodan Lang, senior lecturer, co-coordinator

Selma Šogorić, PhD, with headquarters, i.e. Network Support Centre (established in 1990) at Andrija Štampar School of Public Health, of the University of Zagreb Medical School. The Croatian Health Cities Network numbers over forty cities and counties (Crikvenica, Čakovec, Daruvar, Dubrovnik, Gospić, Hrvatska Kostajnica, Karlovac, Koprivnica, Korčula, Krapina, Labin, Makarska, Matulji, Metković, Opatija, Osijek, Pazin, Poreč, Pula, Rijeka, Sisak, Slatina, Slavonski Brod, Split, Umag, Varaždin, Varaždinske Toplice, Vinkovci, Virovitica, Zabok, Zadar, Zagreb, and counties - Istria, Krapinsko-Zagorska, Primorsko-Goranska and Dubrovačko-Neretvanska), which work jointly on enhancement of the physical, mental and social wellbeing of their inhabitants.

Even though the Healthy City Project has been in place in Zagreb for fourteen years, due to 10-year stagnation of program activities, the project had to be redefined – insight into new citizens' needs acquired and according to the established needs new priority areas of project activities selected for the following five-year period.





2. METHODOLOGY – TECHNIQUES AND TOOLS USED IN THE DEVELOPMENT OF THE CITY HEALTH PROFILE AND THE CITY HEALTH PLAN

2.1. The method of rapid appraisal to assess community health needs (RAP) – basic principles

WHAT IS RAPID APPRAISAL?

Rapid appraisal is a method of collecting problem-related information in short time, without spending too much of professionals' time and financial resources. Rapid Appraisal is the first step in the process of health interventions planning in a community. It is not a method for collecting comprehensive data about a geographic area or a health problem.

By means of rapid appraisal we can find out WHAT THE PROBLEMS ARE, NOT HOW MANY people are affected. The notion of 'rapid' relates to the time spent on collection, but also to the time spent on data analysis.

WHY DO WE USE IT?

In this case the method was modified and adopted for determining priority areas of activity for the Healthy City Project. By implementing this modified RAP method, with minimal spending of professionals and local participants' time (two months from preparation to completing consensus conference and report creation), we obtain the following valuable results:

1. The city health profile,
2. Consensus between the representatives of the city administration, the professionals and the citizens on priorities for improving health and increasing the quality of life in the city,

3. Long-term (strategic) and short-term (operative) action plan/program for improving health

4. Joint and co-ordinate programs, i.e. alliance of all interested groups (politicians, professionals and communities) aimed at enhancing the quality of life in the city.

GENERAL PRINCIPLES AND THE WAY OF IMPLEMENTING RAPID APPRAISAL

1. Determine which information is needed beforehand

2. Execute assessment so that the results reflect local conditions and specific traits of the community

3. Include community representatives in determining needs and possible solutions

4. RAP is a team exercise and requires inter-sector co-operation, includes representatives of professional groups (health professionals, social workers, architects – urban planners, teachers, ecologists, etc.), local politicians, administration and community (groups of citizens).

In our case, the panel (70 to 80 participants) of selected representatives of the city administration, important city institutions and the citizens participated in RAP.

1. ADMINISTRATION OFFICERS – the Mayor, Head of the City Health and Social Welfare Office, Head of the Environmental Health and Town Planning Office, Education, Commerce, etc.

2. HEALTH AND SOCIAL WELFARE SERVICES EMPLOYEES – health centers, hospitals, institutes of public health, social welfare centers

3. TEACHERS – representatives of preschool institutions, primary and secondary schools and Universities (including Medical School)

4. IMPORTANT COMMUNITY REPRESENTATIVES

- elected representatives – MPs, County and City Councilors
- presidents of local associations – sports associations, political associations, self-help and mutual-aid groups, associations of refugees and displaced persons
- clergyman – of all denominations
- representatives of women's groups – e.g. SOS line, widows/mothers of war veterans
- informal leaders – distinguished painters, actors, writers, musicians, chief editors of local papers, radio and TV stations

5. COMPANY OWNERS (large corporations, but also small enterprises, e.g. (proprietors of shops, clubs and bars, as well as the representative of the City Chamber of Commerce)

6. NON-GOVERNMENT ORGANIZATION MEMBERS – e.g. the 'Green Movement'

7. REPRESENTATIVES OF OTHER (GOVERNMENT) INSTITUTIONS/ ORGANIZATIONS – e.g. police department, administration and justice

The procedure of RAP implementation includes the activities in the following order:

- the local research co-coordinator is selected
- the panelists are selected
- written notice is sent to the panelists informing them of our intentions and asking their co-operation, including semi-structured questionnaire with the request for them to do and submit it to the local research co-coordinator as soon as possible (within 10 days)

- simultaneously, relevant existing written documentation is collected and analyzed
- collected essays are processed by using free-text analysis method
- based on the amassed data (written documents and free text), platform for the working meeting (consensus conference) is prepared
- at the same time, panelists are informed of the date and the venue of the consensus conference
- Working meeting (the panel of research participants) is held in duration of two





working days. On the first day, the participants are informed about the aims of the meeting, working method and obtained results, the list of problems is made and priorities selected (individual work, work in small groups and plenary). Thematic groups are formed around the selected priority areas and action plans are devised. At the end of the second conference day, obtained results are presented to the public, with the goal of gaining their suggestions, approval, public and political support for the activities of the Healthy City Project referred to (thus providing for adequate support from the city budget).

There are three main data sources used in rapid appraisal:

1. The existing written documentation (hereinafter – written data sources)
2. Panelists' essays (replies to six questions), and
3. Observation, opinion (which are integral parts of the panelists' replies).

WRITTEN DATA SOURCES:

- census
- city development plans
- city budget
- routine health documentation (reports on health status indicating main trends)
- previous studies (citizens' habits and life styles)
- documents of other administration sectors and social activities or
- documents of Government Offices and the Ministries (housing, sanitation, water supply, environmental status, urban planning, social welfare, health care, economy, administration and justice, etc.), if these have implications for the local situation
- historical documents – short city history

WHAT DO WE OBTAIN BY RAP?

The aim of RAP is to obtain:

1. The city health profile
2. Consensus of the representatives of the city administration, the professionals and the citizens on priorities for enhancing health and improving the quality of life in the following five years (setting the framework for the Healthy City Project actions), and
3. Long-term and short-term action plan for improving health in the city.

RAP participants (panelists) are the representatives of the city administration, the institutions and organizations, as well as non-government and non-profit city sector, and through them all other citizens of Zagreb. The program is aimed at establishing partnership for health, i.e. bringing together all interested groups (politicians, professionals and community), and co-coordinating their activities aimed at improving health and the quality of life in Zagreb.

RAP was carried out and working meetings held on 9 and 10 February 1996 in Pula, on 29 and 30 March 1996 in Metković, on 18 and 29 June 1996 in Rijeka, on 12 and 13 June 1998 in Karlovac, and on 13 and 14 December 2000 in Varaždin. A year after RAP execution, evaluation conferences were held in the same cities, with the goal to assess project progress, identify barriers and achievements, as well as possibilities to enhance the project activities.

2.2. Application of RAP in Zagreb

The City Office for Health, Labor and Social Welfare of Zagreb City Administration and the Croatian Healthy Cities Network Support Centre at the Andrija Štampar School of Public Health of Zagreb University Medical School started implementation of RAP in Zagreb at the end of October 2001. Following the suggestion by Zvonimir Šostar MD, head of the City Office, and the project team, 143 panelists were selected, comprising representatives of the city administration, important city institutions and the citizens themselves. The selected people were informed in writing of our intentions and asked to write an essay about their city, answering the six questions we asked. By January 2002 74 essays were collected, which were then processed by

free-text analysis at the Andrija Štampar School of Public Health. In the mean time, the City Office for Health, Labor and Social Welfare associates collected the existing relevant written documents (data from the census, routine health documents, data provided by the Police Department, Employment Agency, etc.), which were used to draw some indirect health indicators for Zagreb. By mid March, all preconditions for holding Consensus conference (the central RAP event) had been met. Data collected data from different sources (the existing written documents, panelists' essays and their observations) were presented to participants during the Consensus Conference and used in the preparation of this City health profile.

THE LIST OF PARTICIPANTS IN ZAGREB HEALTHY CITY CONSENSUS CONFERENCE 15-16 March 2002

	GIVEN NAME AND SURNAME	WORKING PLACE
1	prof. Stjepan Orešković, PhD, director	Andrija Štampar School of Public Health
2	Selma Šogorić, D.Sc. national co-coordinator of the Croatian	Andrija Štampar School of Public Health
3	Tea Vukušić Rukavina, M.D. junior research assistant	Andrija Štampar School of Public Health
4	Aleksandar Džakula, M.D. junior research assistant	Andrija Štampar School of Public Health
5	Marta Civljak, M.D. junior research assistant	Andrija Štampar School of Public Health
6	Ognjen Brborović, M.D. junior research assistant	Andrija Štampar School of Public Health
7	Ariana Znaor, epidemiologist	Croatian Institute of Public Health
8	Rodin Urelija, social medicine specialist	Croatian Institute of Public Health





9	Sanja Music Milanovic, MD, MPH	Zagreb Institute of Public Health
10	Vanja Tešić, M.D.	Zagreb Institute of Public Health
11	Tihomir Majić, MD assistant head	Zagreb Office for Health, Labor and Social Welfare
12	Branimir Cerovec MD	Zagreb Office for Health, Labor and Social Welfare
13	Romana Galić Associate	Zagreb Office for Health, Labor and Social Welfare
14	Zorana Uzelac Trainee	Zagreb Office for Health, Labor and Social Welfare
15	Dijana Petan Trainee	Zagreb Office for Health, Labor and Social Welfare
16	Damir Gašparović, representative of the Confederation of Independent Trade Unions of Croatia for Zagreb	Zagreb Office of the Confederation of Independent Trade Unions
17	Neda Rački, economist Associate	The City Planning and Environmental Health Office
18	Vera Petrinjak - Šimek	Green Action
19	Saša Molan President	Trešnjevka - city district
20	Vida Belina	Trešnjevka - city district
21	Bare Ivan President	Trnje - city district
22	Aleksandra Vitez Teacher	School for nurses Mlinarska
23	Tomislav Petričić President	Novi Zagreb - city district
24	Rudolf Tomek, internist and oncologist	Oncology Hospital
25	Andelko Šućur D.Sc., senior university lecturer President	Gornji Grad – Medveščak - city district
26	Zdravka Vučkovic President	Črnomerec - city district
27	Vera Belina	Ministry of the Interior, Zagreb Police Department
28	Vlatka Kuhar Teacher	VII gimnazija /comprehensive secondary school/

29	Željka Šemper, B.Spec.Ed.	Dubrava Centre for Children and Youth with special needs Education and Training
30	Željka Mazzi, social worker	Sunflower, Centre for Humanitarian Work
31	Marija Paškvalin B.A. principal	Suvag Polyclinic for Listening and Speech Rehabilitation
32	Zrinka Šimunović, B.Cro.Lang.	Suvag Polyclinic for Listening and Speech Rehabilitation
33	Goran Crnić student	Suvag Polyclinic for Listening and Speech Rehabilitation
34	Željko Valent	Suvag Polyclinic for Listening and Speech Rehabilitation
35	Ladislav Krapac, D.Sc., head doctor - president	Dubrava Teaching Hospital, Commission for Public Health Program Selection in 2001
36	Damir Nazor	Croatian Employment Agency
37	Marija Džepina, M.D.	University Polyclinic
38	Ivana Kostelac	Zagreb Fair
39	Ana Karlović, psychologist	'Brave Telephone' Association, telephone line for abused and neglected children
40	Marija Mustać, economist	Zagreb Association of the Blind People
41	Antonija Turin secretary	Confederation of Disabled People's Associations of Croatia
42	Mladen Ožegović president	Association of Persons with Paraplegia and Amputation
43	Josip Kruslin	Zagreb Anti-Cancer League Institute for Cancer
44	Mato Žgela	Caritas of Zagreb Archbishopric
45	Tamara Bedenko	Caritas
46	Anita Jaguš, social worker	Caritas home for children without appropriate parent care Bl. Alojzije Stepinac
47	Zvonko Tkalčević, secretary	Alliance of Associations of Patriotic Defense War Volunteers 1990-1991 Zagreb
48	Gordana Blagojević Humski	Ozana Association
49	Mirjana Ružić	Ozana Association





50	Bajro Bajrić president	Croatian Romanians for Romanians Association
51	Ksenija Risi, B.Ed.	Croatian Romanians for Romanians Association
52	Roko Andrijanić economist Snježana Habulin	
53	Head of Public Relations Service of Zagreb Chamber	Croatian Chamber of Commerce – Zagreb Chamber
54	Gordana Rebić	Večernji list /daily newspaper/

Consensus conference (the panel of research participants) was a two-day event, which took place on 15 and 16 March 2002. It was attended by some seventy participants, representatives of professional groups (health professionals, social workers, teachers, journalists, entrepreneurs, culture professionals, etc.), local administration (the city and the city districts) and community (citizens' groups, associations of parents, disabled people, minority communities, etc.).

PROGRAM OF THE WORKING MEETING (CONSENSUS CONFERENCE)

15 March 2002, Friday

10.00-11.30 Introductions, getting to know each other, City Health Profile presentation
 11.30-12.00 Coffee break
 12.00-13.30 Problem listing, selection of priorities for the 'Zagreb-Healthy City Project'
 13.30-15.00 Lunch
 15.00-16.60 Agreeing on priorities and defining short and long-term project goals
 16.30-16.45 Coffee break
 16.45-18.00 Short presentation of group work results

16 March 2002, Saturday

10.00-11.30 Action planning (who, what, how and when)
 11.30-12.00 Coffee break
 12.00-13.00 Project evaluation framework
 13.00-14.30 Lunch
 14.30-15.30 Final discussion
 15.30-16.00 Coffee break
 16.00-17.00 Public presentation of the 'Zagreb-Healthy City Project'

On the first day, the participants were informed of the aims of the meeting, working method and obtained results. They were also presented the most interesting and the most frequent replies from their essays, city health indicators and photos taken based on their replies to what it is that diminishes and contributes to the beauty of living in Zagreb. The participants were then asked to work individually and then in small groups on selecting three major problems out of all the problems that were mentioned. Respecting the selection made by the small groups, a joint list was formed, i.e. a consensus on **five priority areas of the future activities of the Zagreb-Healthy City project reached.**

Thematic groups were then formed around those areas:

1. Unemployment (citizens facing economic and social insecurity)
2. Protecting and improving environment quality (traffic, air)
3. Strengthening positive social values (social networks)
4. Providing equal possibilities to people with disability, and
5. Strengthening and supporting family.

Following their own professional or private interests, the participants chose to work in one of the five thematic groups. Goals of the thematic group work were: describe and provide arguments as to why they have chosen that particular area (define the problem), set the goal of their activities (how to recognize whether you have succeeded and measure success), make long-term (strategic) and short-term (operative) action plans and form working group that will at the same time be alliance with all interested groups (politicians, professionals and community) for solving that particular problem and thus improving quality of life in the city.

On the second day, the thematic groups continued their work. There were intermittent interruptions of their work in the form of shorter plenary sessions, whenever there was a need to provide additional knowledge and share experiences. At the end of the working day, the thematic groups gave plenary presentations suggesting what should be done in the next phase of the 'Zagreb-Healthy City Project'. The conference ended in public presentation of two-day work, where consensus by all present was reached relating to suggested actions of the Healthy City Project.





3. THE CITY HEALTH PROFILE

HOW THE CITIZENS OF ZAGREB SEE THEIR CITY...

....THROUGH WORDS...

1. WHAT KIND OF A COMMUNITY IS ZAGREB?

...Zagreb seems to be a large, sad city where you can't see the joy of life, but solemn, worried and somehow sad faces passing you by, faces that seem to be rushing somewhere to seize their chance. Others wander the city aimlessly as if they were waiting for something, but even they themselves don't know what it is. It is a heterogeneous community with marked differences between the old centre of the town, where everything is old and decrepit (people, houses, customs), and new suburban parts, marked by birth and creation, youth, the dynamics of changes, problems such as underdevelopment and aggression. The masses from the centre and from the suburbs mingle together, interfuse and roll through the streets, and their solemn, silent and worried faces seem to be telling us about the difficulties of living in this city at the beginning of the second year of the twenty-first century. Contrasts are one of the main features of this city; disadvantaged elderly people and youth with no visible prospects, all-pervasive consequences of war and plunder, unemployment, the old falling apart and the new not yet being built, wealth of the few and poverty of the

most, misery, the original inhabitants of Zagreb and the newcomers, housing estates, vice, bullies and their victims, morally-stray society, messed up system of values, degradation of competence and performance in favor of fraud, plunder and crime, society of no rights and no justice, the most creative and the most competent young people leaving the homeland because they see no prospects, social insecurity and uncertain old age. In a community with such contrasts and characteristics it is very difficult, almost impossible, to answer the question: What is the soul of the community and what is it like? Taking into consideration that for most people it's all about the struggle for bare survival in a society with so many negative characteristics and contrasts, it would be more appropriate to ask the following question: Does this community have a soul?

...Zagreb is a heterogeneous community, which results from large moving in of population from other parts of Croatia and the neighboring countries during the patriotic defense war, who continued living in Zagreb. Zagreb is

a rather passive community, there isn't enough development with regard to the population size, and judging from the situation today, there are no prospects, because of its low rate of employment and housing construction, etc. There is a certain apathy, insecurity and fear of what the future holds; all this because there are no positive developments and indicators of progress regarding employment. Being absorbed into their own problems, the citizens keep drifting apart from each other. Some thirty or fifty years ago, during detached housing development, there was a nice custom in Zagreb. All neighbors, regardless of whether they knew each other or not, used to voluntarily help the building of a house of their new neighbor, which in the long run, resulted in the broadening of friendship and building good neighborly relations...

...I see Zagreb as a heterogeneous, active, and prosperous community. There are moments when it seems to me that the city is not going forwards but backwards, when I go along with «it's not our Zagreb any more» stories and when I feel the nostalgia of old Zagrebians for the city it once was, of died-out traditions and the culture of living... It is difficult to define the soul of its community today due to great changes in recent history and it will take some time for the city to become one soul again and for the newcomers to accept it and vice versa...

...In my opinion, Zagreb is a heterogeneous as well as a homogeneous community. Heterogeneous because its inhabitants live in a rather «extended area»... and because it represents an area of pure migration: people come in search of work, high-school and university

students arrive to Zagreb or leave it in order to continue their education, and also other people move in or move out. It is heterogeneous for the reason that its inhabitants and neighbors in the community do not know each other due to the increasingly present alienation of people and the “hectic atmosphere” – ruthless struggle and fear of failure, unfair competition and partly due to the increasingly present «mobbing» at work. It seems to me that there is less and less polite behavior and human (professional) communication at all levels. Zagreb is at the same time, partly a homogeneous community. When I say this I have in mind those “neighborhood” communities where the same people have lived for years, communities of years-long habits of good neighborly relations, from helping the elderly and the frail to caring about and the supervising leisure time of the children and the young. It is homogeneous also in the so-called “small communities” of people, such as clubs, societies etc. In my opinion Zagreb is at the same time a very active and a very passive city. It is very active as a capital city with all of its elements: the inhabitants, government institutions, schools, industry, traffic, trade, numerous visitors, tourists etc. It is passive because its many projects from long ago have not yet been finished, such as building school playgrounds, gyms, opening social clubs, organizing the effective help for the elderly and the frail (from meal delivery to palliative care). It is passive in that not enough is being done for Zagreb to be called “white Zagreb” again. I do not mean the increasingly present renovation of streets, building fronts and green areas that the city is so proud of (and that tourists admire), but bags and bags of rubbish scattered around





the streets...

...You cannot say that Zagreb is a “community”. In social terminology it is a “society”, which means that it is heterogeneous, multi-layered, and consists of many mutually intertwined micro societies. Many invisible threads connect people in Zagreb and there are many manifestations of community life that are difficult to name in one term. One of the most noticeable manifestations of the Zagreb collective is people socializing in nice weather in cafes, terraces in a nicely shaped “living room” of the city, around Ban Jelacic Square. I find it very impressive, although it might leave an impression of idleness and inactivity of a great number of people on someone else. If I should choose the architectural symbols that show “the soul of Zagreb”, then it would be Ban Jelacic Square (especially the sculpture of Count Jelacic on his horse), St. Mark’s Square (especially the church of St Mark), the Cathedral, Croatian National Theatre, the University of Zagreb, and King Tomislav Square (especially the sculpture of king Tomislav). Those are crystallizations of Zagreb and Croatian history and culture in the city space that remind us of our identity...

...Perhaps the overall impression about Zagreb could be summed up in a short statement by the French president in which he commented on the view he had over Zagreb night life from the top of “Opera” hotel (hotel “Intercontinental” at the time): “C’est magnifique!” (This is magnificent!) Surely it wasn’t luxuries only that he was so delighted about, such as rich lighting of the city at night- there is even richer light and magic of lighting

in Paris and some other capitals. Although he didn’t drink from Mandusevac well, he must have felt that close and warm good spirit of the city at least for a moment, beauty that is barely discernible at night, but emerges out of the well-thought-out and harmonious architecture of the Upper town, the Cathedral, tranquil arcades of Mirogoj Cemetery, green contours of Sljeme and Medvednica, blue (at time) color of the river Sava during the day...

...So much beauty and it is not static but constantly changing. And this is where the soul of Zagreb can be seen, in its diversity, not only architectural, when with each new step your view changes, but also the diversity of people that one meets, sees, and hears in the streets, on Ban Jelacic Square and on “špica” /pedestrian precinct with a lot of cafes/. Because of the people that meet there, “špica” and the main square make miniature Croatia. This non-heterogeneous group of people does not leave an impression of inactivity and slowness, which is evident from the noises of the city. One should go to the Upper town on a weekday at the time of “špica” and sitting on Matos bench listen to the city which is bursting with energy and booming like dynamite. The sounds of thousands of footsteps and voices, hundreds of motor-cars, clattering of many trams, roaring of factories as well as many other sounds are mixed together in a harmony which makes background music of every modern metropolis...

...Zagreb is a large complex community in which people of different ages, different lifestyles, habits and abilities, of different background, denominations, life styles and political convictions, people of different financial opportunities and

with different goals in life live together. All these differences that characterize the inhabitants of Zagreb sometimes have a positive stimulating effect, and sometimes hinder the progress and the development of the city and life inside of it. In my opinion the community is more active than passive and it can be prosperous but still isn't because people still seem unable to see their role in this process and they theorize when they should be doing something. It is exactly in the variety of its inhabitants that I see the soul of Zagreb as a community. It seems to me that this quality becomes prominent only in cases of great trouble, such as war. In everyday life, however, prejudice and hostility between different groups on the one hand, and increasing indifference and lack of interest on the other hand, prevail...

...Although a coherent answer to this question is impossible, I'll give it a try! Zagreb is a heterogeneous community as a result of alienation of its inhabitants, which is present in any city. It is a passive city mostly because its full human potential has been only partly used. Why? Because political parties (in Croatia and in Zagreb) with their personnel policies do not attempt to solve the question of quality management of certain institutions but to provide for their party members. With rules of the game so set they harm the city... The soul of the city has been shaken and radicalized in the past ten years: with the war, rapid growth of unemployment rate (inevitably lowering the living standard), revival of non-European values, the collapse of one and non development of the other value system, with organized crime and plunder by means of transition to market economy and privatization, with zero or mild

penalty for illegal or immoral actions, in short: with the "sin of top officials"!

...Winter mood, holiday decorations, splendor and luxury of decorated streets in the city centre, renovated facades, crowds of merry people, excited children walking with their parents, four-legged pets, showmen, foreigners strolling through the streets, news-vendors, shop-windows of shops bearing foreign names filled with different products, new cars, crowded cafes, streets, charm of Tkalciceva street, diverse colors of "splavnica"... Zagreb – the metropolis! It strives to surpass many other European cities with its looks and attractions that it has to offer. And it seems to be going well. However, only the city centre is glowing and colorful. Behind new facades there are old doorways, mafia shootings in the very heart of the city, misery and unemployment everywhere...

... Stretched hands in queues waiting for alms, queues in front of the social welfare, queues for food in soup kitchens. Worried faces of our townsmen... Ghostly sights of abandoned, unfinished buildings, the remnants of the past and bad investments of the former government: the football stadium, streets in an unimproved condition, abandoned factories in the centre of the city, abandoned plants, broken shop-windows, dirty pavements, badly done graffiti on facades, untended playgrounds, lifeless New Zagreb...

...It is the clash of splendor and misery, luxury, wealth and poverty, lack of culture and other worlds, rural way of life. Zagreb is all that. We see all that and much more – we feel... What makes the soul of Zagreb are its inhabitants, well-known and anonymous united by a





humanitarian mission, a cultural event, a concert, united when they are on strike, united in misfortune. Also the young, gathered around the University, full of ideas, knowledge, courage... That is when Zagreb is complete. It becomes a homogeneous, active community, full of inventive, courageous, and intelligent people who want progress for themselves as well as for the city they are living in, who want change and improvement. It is then that Zagreb assumes the colors of happiness and better tomorrow for everyone, it is then that passiveness and differences disappear...

2. HOW DO PEOPLE LIVE IN ZAGREB?

WHO ARE THE LUCKIEST AND WHO ARE THE LEAST LUCKY PEOPLE IN ZAGREB?

... If you are lucky, this is how you spend most of your life... You wake up before 6 every morning, which is followed by frantic rushing around the flat, fighting for your place in the bathroom. You dump morning bottles filled with dubious industrially-made instant beverages on your children (you have no time to make quality drinks), you put the children in the pram and then you “run a marathon” to the nursery through the Selska street crawling with traffic, with additional unbelievable noise and stench while your children are suffocating in the pram positioned right at the height of exhaust pipes where there is the highest concentration of exhaust fumes. In the nursery you hear those familiar farewell shouts: “Mum I want to go with you! I don’t want to stay in the nursery!” The children are

nervous, constantly in need of sleep. You wipe their nose and it is running again and you’ve already taken a sick-leave because of those same noses. With these thoughts in your head you march towards the tram stop and on the zebra-crossing, almost within reach of your destination – the tram stop, you almost get run over by an urban baldy wearing sunglasses although the morning is foggy. Then you ride on the tram, inhaling the fumes of someone’s morning cognac and fighting not to fall out of the tram. Finally, you arrive to work, sit on your throne, grasp your keyboard and do as you are told all day long, thinking about whether you’ll have to stay after work and who will pick up the children if this should happen. You can’t leave because the firm is in crisis and you could lose your job, which wouldn’t be convenient at all. You get 2.500 kunas every month, unlike many other people who are not so “lucky”. Its 4 p.m., you are back on the tram, riding and watching nicely-dressed men and well-groomed women sipping their afternoon coffees in cafes that are “in” at the moment. But it’s some other story, some other kind of people; they always are some other kind of people (I dare not think how they achieved all that. Surely not in an office, behind the keyboard, earning 2.500 kunas a month.). At home it’s only your children and you – it is a second week running that your husband works until 8 p.m. and sees the children only in the morning on his way from bed to the car park. Lunch is slowly melting on the stove. You cooked it last Sunday because there’s no time during the week. You lay down around midnight exhausted in your bed in a rented flat, in a building that you share with some 200 other lucky ones, half of whom still use the spin-cycle, slam the door, fight,

and some lucky teenager seizes the rare opportunity when he is alone to try his newest loudspeakers with the newest techno sound and his newest car. And you continue the same way until retirement (if you live to see it, because life in the city often “kills” people before they’re forty. A man can endure this tempo of living, but his heart and his brain cannot.) It’s better not to talk about retirement. And you get to experience all these blessings if you’re lucky....

So much about the luckiest among the Zagrebbers. If you are not lucky then you are on the dole with no hope of ever finding a job. You fear every day and every question: «Mum, can you give me 20 kunas for school?» You try to earn some extra kunas desperately. If you are not lucky, your child is a drug addict; your husband has become an alcoholic and lost all hope. It seems to you that nobody notices you; sometimes you think that you do not exist, that you are invisible...

...I belong to the happy generation of the Zagrebbers who were young before the war and its consequences and I always thought that there was no other place on earth where it was so nice to be young. Zagreb, with its cultural heritage, bon vivant relaxedness and old polish, always had a lot to offer and was a nice place to grow up in. I loved meeting familiar faces in its cafes, clubs, and disco-clubs, and enjoying its beautiful surroundings. I think that, for many of its inhabitants, life is difficult these days; many of them are trying to make ends meet. Zagreb has a lot to offer, but it’s expensive and most of what it has to offer is accessible to a small number of people only...

...People in Zagreb live actively; we keep running all day long, often doing more than one job, we get jammed in public transport, but night-lights, going out, cinemas and theatres always cheer me up and give me extra strength. The city offers all kinds of opportunities, from education to entertainment for people of different ages and interests. The unhappiest inhabitants are old and lonely (maybe even forgotten) people and parentless children. The happiest are all of us who manage to survive from our work and feed our families, who are healthy and have a reason to smile every day...

...There is some statistical data that shows that people in Zagreb live better than people in other places in Croatia. However, it doesn’t mean that they live well. There are many unemployed people, many people who work without receiving a salary every month, many of those with unsolved housing problems, of those living in degrading housing conditions, without water supply system, without sewerage system or adequate heating. In some parts of the city the number of people over 65 exceeds 15 per cent. There is more than 10 per cent of disabled people who face great barriers daily, architectural barriers, traffic barriers, barriers that make it impossible for the disabled to adequately use programmes that they need every day (over 50 per cent of all medical institutions are still inaccessible to the people in wheelchairs)... It is difficult to say whether the happiest inhabitants of Zagreb are those that have a steady job and income and solved housing problem, or those who think that happiness is all about money, of which they have more than they need...





... People work all day long, struggling to survive. Working conditions are often merciless- people often work unregistered, having no rights, no dignity, families are subject to constant stress, children do not get enough love and attention. The rules of the game change daily (laws and business conditions) and you get an impression of chaotic disorder where it is difficult to plan something or to improve yourself. Constant changes create insecurity which becomes even stronger in the capital due to the alienation increasingly present among its inhabitants. Unlike smaller places where people know each other, where they care about each other, in Zagreb there are people who are completely alone with their problems. The elderly, the sick and the frail, having small pensions fall behind in life's race. They give up, withdraw into themselves and wait for their departure from this world. They feel deprived because they believe that they have worked honestly and earned their pension and that they deserve a quiet and quality life. Because of all above mentioned, the young also have problems – drugs and alcohol on the one hand and brain drain of the most capable youth on the other hand represent symptoms of the very same disease – hopelessness; loss of faith in one's own progress...

...The people I feel most sorry about are those who beg. I see them when I walk through the streets. They beg for survival. If I had money, I would give it to them, but I can't because I don't earn any money. My mum and dad are unemployed. That's why I was put in a home. Once I grow up, I'll take all these people to live with me. That's who I am. The happiest people in this city are those who work, who have a job. That's what happiness is in Zagreb

these days. And the happiest children are those living with their parents...

...Who are the happiest and who are the unhappiest inhabitants of Zagreb? Happiness is above all a subjective feeling but it is based on some objective facts. If you have a good social standing, roof above your head, a job, a family, but you are spiritually poor and feel a certain void and lack of fulfillment because of it, then you are not happy. A happy is a person who is spiritually rich, who feels personal satisfaction and have come to realize what true values in life are, who knows that there are things that money can't buy, such as health and true love... a person is happy when he/she sees happiness in little things, everyday things, and who sees that he/she is doing well in life and that there's no point in comparing yourself and your life with other people all the time. People always compare themselves with those who have more money than themselves, which makes them feel unhappy because they are constantly set between the reality and the fiction in their heads, when they should live now and today. The unhappiest are those who have "everything" or at least they think so and they don't know what to do with all that abundance and luxury, so they consciously destroy themselves, destroy their health and other people...

...People in Zagreb live better than they admit. Many feel unhappy and unsatisfied; they miss such habits and programmes as "Let's all go to Maksimir!" (on Saturdays), "Walking through Zrinjevac" (on Sundays), "Summer in Jarun" (in summer), "Winter on Sljeme" (in winter). Those that really are unhappy are old people living alone and young couples living in rented flats...

3. WHAT DIMINISHES THE BEAUTY OF LIVING IN ZAGREB?

... The beauty of living in Zagreb is diminished by... considerable lack of civic solidarity (personal involvement, donation, guardianship, mentorship, sponsorship, voluntary work)... Inappropriate behavior of its inhabitants not used to living in a city. Physically, it is diminished by dilapidated condition of old buildings, especially neglect of common space (entrances, staircases, backyards), not a single new park has been made in the last couple of decades; not enough is being invested in public transport or bicycle tracks, while the most valuable city areas are being sacrificed for “his majesty – the car”...

... The possibility of manipulation and domination of certain groups living on the margins of society and do not represent the true “soul of Zagreb”, café music until late at night, city dump, young as well as elderly people abusing alcohol, cigarettes or drugs in public while demonstrating hate as a universally accepted form of communication diminish the beauty of living in the metropolis which certainly has a lot more to offer in both cultural and educational terms...

... People are those who make the beauty of living in a certain geographical area. Neglected areas (buildings, streets, parks, playgrounds...), people begging in the streets in order to survive or rummaging through refuse containers wondering whether they will find something to satisfy their basic needs, are certainly things that diminish beauty of living in my city...

... Although there is the weight of poverty and unemployment, the most unbearable thing is lack of positive energy, of atmosphere of creation and sense that things can be changed. Every thought about the city or vision of the city becomes contaminated by the continuously negative experience. What is very irritating is «politicizing» of anything and everything, and settling of accounts between different clans which are professionally and humanly unacceptable. Imposing uniform behavior, education, religious life, lifestyle, and decisions, whether direct or indirect, is definitely not encouraging. New ideas and enthusiasm are treated with indifference at best. Competence, as a criterion, is totally irrelevant and has no value. Public spirit barely exists...

... Zagreb, as well as the whole of Croatia, feels the burden of the past. Our city greatly contributed to the final victory in the 1991-1995 war, at a high price. The consequences of the war are evident in the health status of the whole population, not only of those that were injured in fighting. The growing rate of suicide and crime shows that increasing number of people among us, our quiet neighbors or associates, see the escape from difficult and hard-to-solve situations in unacceptable or dangerous behavior...

... Cvjetni Trg Square does not have its original charm. Something should be changed, improved. There should be a traditional atmosphere; there should be a feeling of warmth and cheerfulness. Klaićeva Street, where I live, is one of the most neglected streets in the city. It is difficult to say whether it is more difficult to drive or walk through it...





...Zagreb is the city of old people, too crowded, the city of narrow, noisy streets, trams, lonely, alienated drivers, it is full of frustrated, egoistic, aggressive, and over-ambitious but existentially handicapped, middle-aged individuals, of hopeless, apathetic university and high-school students. Its inhabitants are enclosed into their own narrow-mindedness, intolerance and xenophobia, they are politically semiliterate pragmatists, not inclined to helping others in need (especially the handicapped or the sick), suspicious entrepreneurs and competitors, envious of other peoples' success, negligent about their health, impatient and distrustful in changing bad habits, uncooperative in the realization of a common goal: a better, happier, and healthier future for all...

... The beauty of living in Zagreb is mostly spoiled by all-pervasive poverty. It is most evident in begging in the streets, on the city squares, in cafés, and blocks of flats. Unfortunately, an even bigger problem is "invisible" poverty, which should be identified and fought against. In my opinion, different forms of solidarity and human support to those that are weak, poor, or excluded from the community, should be encouraged and developed at all levels of society, especially among neighbors, in the street, in the "neighborhood", among colleagues at work. We shouldn't wait for government intervention (we seem to be very dependent upon the government). It doesn't have to be financial support only; it can be a minute of your time, a friendly chat, a small favor, all forms of co-operation and help in integration into society...

... The sight of children begging is especially difficult to bear...

... The beauty of living in our city is diminished by general listlessness which has pervaded certain classes of society. They cannot see the way out from the existing semi-crisis. Not everyone can be super-rich, although not many people want it. It is not difficult to feel this way when you have to rummage through refuse containers in order to survive and cannot pay your bills each month. Public transport is put into the background, although morning crushes in buses and trams, and the fact that they are often late reduce working élan and motivation at the very beginning of the day. It is especially demotivating on your way home from work when you have to pick up the children from the nursery and nursery nurses are grumpy because you're late. Nobody even thinks about frequent luxurious goings-out. But the thought of not being able to go to Sljeme by a funicular on Sundays? There is unplanned building of houses and flats and small businesses in some areas. Next to the planned houses and blocks of flats, they leave an impression of chaos... Parks are ruined, devastated. Some of them have been sold to private owners. These parks now serve for gaining profit because private firms and houses are being built there, and green areas make good car parks for expensive cars. Rare sorts of trees and horticultural plants that had grown there are all gone now... The number of playgrounds hasn't changed in the last couple of decades but the existing ones are deteriorating. They have become places where "dangerous" adolescents meet. Those that they were originally meant for have to avoid them now...

4. WHAT MAKES LIFE IN ZAGREB BEAUTIFUL?

...To those that carry Zagreb in their hearts, beautiful is walking down Zrinjevac Park where Jasna Bilušić is singing, then walking across Ban Jelačić Square where children are playing and well dressed people greeting each other. If someone is interested in experiencing culture in Zagreb there are ten theatres, twenty-one museums, fourteen galleries and twelve art collections. There are a large number of cinemas, shops that have a lot to offer, nightclubs, and concerts. You can find tranquility in a beautiful Maksimir park, on Sljeme, in botanical gardens... The Zagrebians are friendly and hospitable. They are very proud of their city and hurt by bad things that people from other towns say about their city. Some people have decided to settle in Zagreb but still hate it and cannot accept it...

... What Zagreb as the capital has to offer to its inhabitants is a wide range of social, cultural, sports, and other programmes. There is a possibility of choosing diverse and excellent education for their children, from preschool education to higher education...

...Personally, I like living in Zagreb because of Zagreb rituals. I also like its architecture, I like its art and being a consumer here. I like it because I live opposite the house where my grandfather used to have a shop, I pass the school that my grandmother attended, and I walk along the same way as my parents. I am happy because there is a great bakery in my block, I have a shop that I always go

to, I don't have to dress up to go to my favorite café. I can comment on the bills, a broken lift, and other things with my neighbors and we clean the car park and the park around our skyscraper together. Zagreb "neighborhood" is actually a totally under-used city micro unit. I'm excited about civic initiative through various associations, which have appeared, even if slowly and modestly, but I can satisfy at least some of my civic and human needs. Professionally, my destiny is not much different from the destinies of other well-educated people in Zagreb. I am quite young, I have temporary jobs and always go straight home after work. I remember one of the meetings of expert group when I was invited to comment on certain professional programmes. The meeting went great, there was a lot of discussion going on about the proposal and we made some changes into it. However, the final product was identical to the proposed one. None of our suggestions were accepted, and I can't help but wonder why I was there at all and why I bothered...

...Personally, I enjoy living with my family, meeting friends and acquaintances in the street, in the "neighborhood", at work, I enjoy being active in my political party (I also used to be a member of the city assembly), professional associations, parish community, helping others... I like the beauty of Zagreb – nature, its parks, Medvednica, Jarun Lake and the Sava River. What makes living in Zagreb beautiful are its architecture (unfortunately not its city planning), the Upper town, its galleries, theatres, Jarun, and Medvednica. Zagreb music, from Zagreb soloists and Arsen Dedić to buskers and singers in the street, playful Zagreb youth in nurseries, careless youth in schools, responsible at





universities make Zagreb beautiful. The competitive young in sports and culture clubs (often in inadequate spaces), on their bikes and roller-skates (often on dangerous roads), skiing and ice-skating (there aren't enough skating rinks and ski slopes and they are often unprepared), young people in love in the streets and on the benches in parks. The beauty is in all those vital elderly people on Cmrok, Ribnjak Park, the farmers' market Dolac, Jarun Lake, Sljeme and Maksimir park, Tuškanac... Institutionally well-organized care for pre-school children, young students, athletes, recreation sports lovers and old people also makes living in Zagreb beautiful...

... I personally admire and recognize myself in remarkable beauty of Zagreb – public gardens, promenades, the centers of its culture and spirit, such as the Croatian National Theatre, Lisinski Concert Hall, Mimara Museum, Cibona Sports Hall, Boules Centre, and also fairy tale-like, and yet so alive Grič and Kaptol. I am no less proud of the improved gardens on Prisavlje, which resemble Zrinjevac Park and make everyone in Zagreb happy and proud. I am proud of all the exhibitions in and around Boules Centre, such as Floraart, and wine exhibitions, which have been promoting the beauty and joy of living in Zagreb for the past eleven years. I am here as an architect of the dearest of all cities, surrounded by people from the most prominent layers of the economic, scientific, professional, sports and spiritual life in Croatia...

...Everyone can see the beauty of living in our city: it is our Maksimir Park, Jarun Lake, our children at play, our youth in the streets, people in love on Tuskanac,

retirees in the sun on Ban Jelačić Square...

5. WHAT IS ZAGREB YOU WANT TO SEE IN TEN YEARS' TIME LIKE?

...My vision of Zagreb consists in preservation of the old spirit of the city, integration into new initiatives and connection with other similar communities. Integration, sharing of experience and globalization of the society are world trends which have had a positive influence in many areas of human activity. However, we should be careful and preserve the peculiarities that make each whole special. Regarding my own activities and their specific field, I would like to help in the making of a modern and efficient health care system in Zagreb in the next ten years. People in Zagreb need adequate and accessible medical services, which will be provided in pleasant environment, which people will have confidence in. My realization plans consist of participation in reorganization of the city health care system, which will lead to modernization of medical institutions. I would like to give special emphasis to the opening of a new university teaching hospital, which will hopefully be a clinical and academic centre, an example to Europe...

... I would like Zagreb to be a nice, human-scale city in ten years' time, a city that people like to visit, where they like to stay, and a city where you can enjoy a nice and healthy life. In order for this to happen, we should do the following: raise economic strength of Croatia and Zagreb by strong economic development, employ most of the unemployed, ensure safe

and beautiful childhood for all children, ensure education and the vision of safe and prosperous future for the young, safe life for elderly people (and inevitable solidarity between different generations). The government should provide a quick, efficient, and cheap service to its citizens, there should be law and justice for all, drugs, plunder, and corruption should be severely penalized, all kinds of violence should be eliminated, the system of values in which work and competence will be valued should be established. We should systematically work on improving our morally stray society. Mechanisms of social welfare and health care (for the disabled, children, the elderly, the frail, and the homeless) should be built and carried out systematically and efficiently, economic projects that have been planned and have already started in Zagreb should be carried out efficiently, as they are vital for the development of the city. The facades, parks, and public gardens of the city should be renovated so that Zagreb would be “white and beautiful” again, a tunnel should be built through Sljeme, which would connect Zagreb and Zagorje. The attractive Zagorje part of Zagreb and the centre would be only 15 minutes’ ride away, and Zagreb would be a unique city in the world because it would have a whole magnificent mountain in its centre. Love for our city should be nurtured and developed and the living in Zagreb should be happy and marry.

...The city I would like to live in is the city with lots of green areas and a lot of space. It is a “human-scale” city, where people recognize and know how to use its advantages and its assets. A city where a mother can be sure that her child will be protected at school, on the

playground, in the street. Everyone that needs help knows where they can get it. Multi-member families live in adequate living spaces, where every member of the family has its own “corner”. It is a city the architecture of which is adjusted to the disabled, especially physically disabled people. “Zagreb – healthy city”, “Children friendly city”, with child-friendly hospitals – that is what I want Zagreb to be called...

... Our vision is a real world. It exists. Vision comes from our imagination and can come true. What we need to do is to embrace it and live with it. Everyone has a vision, and this is our vision. Croatia is a beautiful country indeed, and it would be even more beautiful if we should take good care of our environment, if we should keep it clean. Its citizens are not happy, but we have taken care of that, too. I see Croatia as a beautiful park in cyber space. Its colors are beautiful, iridescent, melting... This clean nature of ours has cured people. The people have cleaned their thoughts so there are no wars, lies, malice, no abandoned children... Cheerfulness and love of all is spreading. Love of this kind of life. These good intentions keep spreading further and further away, by seas, waves, by the wind. In our vision, there is no politics and no politicians in Croatia. They are unnecessary. They have become good parents to their children. In our vision, people ride bikes, because there can't be bad accidents and car crashes then. All the beautiful cars have been put into a museum of engineering and they will be driven only once a year in car-races. So streets are not dangerous for children any more. In this vision, children are important, unlike now. Adults should listen to children about how to create a





happy country. Children know how to do this. They have the right ideas. Adults worry about money and politics only, which is why they don't have the right ideas. This vision of Croatia is possible! Just wait for us to grow up!

...What we need most is stability of the system – things should not be changed from scratch every couple of months. The system of justice should start functioning; it is the only guarantee of freedom and security of every citizen. There has to be transparency and justice in all public services. Expert opinions should be acknowledged in making decisions. The way people communicate should be changed – from a repressive approach, we should move to a simulative one. Care for individual-citizen needs should be made transparent by adjusting the whole public services system to the needs of people and the administrative running of government services should be avoided. This is what experts should be entrusted with, too. The fact that assets people have been making for decades are being sold leaves a feeling of bitterness: international corporations have appeared, too powerful for others to fight off their pressure and to fight against their desire to expand their empires. It is the price of globalization and premature opening towards western markets, because our economic position is not equal to set conditions of trade and join the global energy. Because economic, but also political barons are in power in Croatia, we should wisely strengthen our own resources, which would lead to strengthening of our position in negotiation. A refugee from Vukovar, still living in a cabin far away from their home, will have difficulty in understanding the reasons why the process of privatization

started while half of Croatia was in flames and while large numbers of young Croatian men were on front-line, why, a decade later, they are still not returning to their normal, everyday lives, what the priorities are and what the moral grounds in Croatia are. We have all helped in the making of Croatia, but only some people have gained their share of property. Why haven't we changed public property into state property and then shared it among all citizens of Croatia (as Slovenia did)? It is not important how rich or poor we are, what is important is justice and humanity, empathy with people that are close to us, our neighbors, friends and acquaintances, as well as the feeling that we have an influence over our lives and that we are not being helplessly carried away by the elements. The city should encourage all aspects of sport and recreation; it should do all in its power to encourage as many people as possible to engage in sport or recreation. Zagreb needs to provide clean air and clean water. The city should support all art and culture institutions, open wide the door for the development of new programs to non-government organizations. It should show that top art and sport events are important, that these areas cannot be treated as an expense but an investment in emotional and mental health of the whole community. All activities should serve the needs of the people of Zagreb. When planning these activities, we should bear in mind that the existing regulations can and should be changed in order to better serve the needs of the Zagrebians. Alienated authoritarian position of bureaucracy should be eliminated, and made to serve the citizens and make it easier for them to achieve what they want. Behind every action of the city government there should be love

of the city and its inhabitants. The city has to look after its cultural characteristics and protect them from trends of globalization and internationalization marked by consumer culture and disappearing of all specific qualities and traditions...

...I not only live in Zagreb, but dream of Zagreb intensively. Everyday reality looks more relaxed in my dreams: I meet people whose faces are flooded with light, fresh and lit up with joyful hope. Sometimes there are visions in my dreams that something nice could still happen to Zagreb. From many of such visions, certain projects have sprung up still awaiting realization. All of these projects have been made known to public as well as to certain expert departments of the Zagreb City Government. Because of their effects, they make an ideal component and support to every project of a healthy city. Impressed in the civilization of love of the Croatian man, they recognize health which is important for the joy and beauty of living in Zagreb of our time. I will list them chronologically: golf centre Kerestinec, a study, June, 1992; Zrinjevac roundabout, a preliminary architectural study from 1997. It is the south-west, the most important entry- access to Zagreb dominated by three bridges: Jadranski Bridge, an old Savski bridge, and a railway bridge. These three bridges together make the south-western gate of the city, to its many attractions on both banks of the Sava River: sports halls, exhibition premises of the future "Floraart" exhibition, a sports park, also business premises, housing area, greenhouses, and trade and business complex Zrinjevac. Millennium Croaticum project – suggested location of the sports park intended for people with diminished physical abilities is situated

in Zaprude, alongside Sava embankment, from "Mladost" bridge upstream towards Budek Lake. As a program-project vision, it started developing in 1996. As a preliminary design with detailed programme of spatial organization it was shown in June, 2000. The sports park is open to all public, regardless of their health-state, age, or physical ability. Conceptually and in terms of contents it is defined by characteristics through which it will be known and recognized sports and recreation centre, acknowledged as the Croatian model for the new millennium. Sports and recreational zone of Prisavlje began the building of Boules Centre Zrinjevac in 1991, it went on with the incorporation of roofed over, yet open awning, solid garden cottages and an indoor multipurpose sports hall (for athletics, basketball, and other sports). In March, 2001, a zoning-programmatic study of the whole zone was made, together with a proposal of building an annex to the Boules Centre, of changing prefabricated sports hall into a solid object, of the building of a prefabricated catering establishment, the swimming-pool and a roofed over, extended car park. The garden centre Zrinjevac in Remetinečka 15 – for years Zrinjevac has aimed for the building of a garden centre, similar to those in the cities with developed European market garden tradition. ...A project of a model of such an exhibition garden centre, that would bring profit, has been awaiting realization for two years. A loan approved by the Croatian Bank of Renovation and Development is only awaiting a guarantee by the city of a loan refund. What other nice things might happen? Personally, I strongly believe that the good Lord, when the time comes, will announce new, even more beautiful wonders of love in us and





our city. We only need to recognize them and work hard in their realization...

guns on the streets, a city of content people who will be able to live here safely...

... Undoubtedly Zagreb has to acknowledge opinions of its inhabitants, to feel what their needs are... That is why we suggest the following: education and active involvement of high-school students into the healthy city program and other programs made by non-government organizations; the development of volunteer work and encouraging people to involve actively in actions of importance to the city (motto: «Let's invest two hours of our time into our city»); encouraging charity work to help the most needy and the most socially disadvantaged people of the city; involving experts who can use their knowledge to participate in creating programs important for the life of the city; networking non-government organizations on the basis of related projects according to different areas of the city or city «neighborhoods»; encouraging and expanding the program of violence prevention for elementary school children and involvement of non-government organizations into the children's education; encouraging and expanding the programme against abuse; developing the program of intercultural exchange with the young people of Europe; cultivating cultural values of Zagreb and preserving traditions and recognizable values of Zagreb through organizing exhibitions, concerts and other cultural events; involving business people to assist the project development, offering them the possibility of exemption from paying taxes...

....From our perspective, we, war veterans of Zagreb, want our city in the future to be a safe city in the first place, a city with no

6. WHAT NEEDS TO BE DONE IN ORDER FOR THIS VISION TO COME TRUE?

...Cultivation of responsibility is the beginning of the vision coming true. Democratization (from the direct election of the mayor to the rehabilitation of local government) and the involvement of the public in decision-making are the two very important things for Zagreb. Considering that we have fallen behind historically, it is not a 10-year realization but the only possible way... As opposed to the existing apocalyptic atmosphere, greatly incited by political fights between different political parties and the media that are trying to manage in the new environment of the so-called “democracy”, I expect civic self-respect, solidarity, self-defense, modesty. The program of sustainable development would be very helpful to the health of an individual, the city, and the country. Expectations of constant quantitative growth inevitably lead to the discontent and the destruction of the planet. In contrast to the consumer mentality, the culture of modesty, the beauty of simplicity and the respect for natural balance should be cultivated. Compassion towards people close to them, solidarity and care for other people would contribute to less frustration of egocentric individuals. The personal development of every individual (knowledge, thinking, contemplation, meditation...) is a precondition to a healthy society and a healthy city. This is still regarded as marginal or alternative. However, our personal discontent, feeling of hollowness and frustration, influence the

society as a whole. Continual aggressive thoughts initiate conflict and wars, which degrade all human achievement and make happiness of people impossible...

... A road to that kind of city is complex and global. It is dependent on overall, especially economic movements of the entire country, on the success of decentralization process which would make other Croatian towns "alluring". However, it is most dependent on the preservation of human values, care for the people close to us and the preservation of the quality of life, where financial well-being makes a foundation to the development of spiritual values. By following the above-mentioned principles, a city with such qualities would become attainable by a constant cooperation between non-government organizations, local communities and government bodies. Everybody would thus contribute to a segment of a global program, and the activities would gain in importance and be substantially recognized. On our way there, it is important to stay in touch with the real needs of the city inhabitants and strive to meet these needs by using the potential of the people themselves, making them active creators of the conditions they grow up in, live, and grow old...

...I would not like the number of inhabitants (of newcomers) of the city to grow because the city is already so crowded that it is falling apart at the seams. It would be great if people were ecologically educated, even from the pre-school age, if they were given a chance to get to know some more qualitative ways of life, outside of the city, at its marginal, rural areas, which are almost in the city, but abandoned and forgotten. People

should be given an opportunity to open their own businesses, to self-employ, to decide on their own future, as well as to employ other people. If outskirts of the city were inhabited, people would live if not a better life, then certainly a life of better quality (they would have more possibilities of easier survival, such as having fruit and vegetables from their own gardens, etc.). They would be living in larger spaces (family houses) with their own land (a garden), which would open new possibilities for opening their own businesses and for easier survival. On the outskirts of cities, family communities with grandmothers and grandfathers are much more common, which means that most of the children are not left to different institutions and to the streets. They grow up more peacefully, and are healthier than their peers living in the city. There is less crime (or there is none at all), less drug-abuse, and other problems of urban way of life. In the city, for example, you have a much better chance of dying in the street while nobody even looks at you (because they think you are drunk or are simply afraid), while in the country someone will always approach and help you. The city would spend less money on "treating the consequences of urban life". Let's take health care for example – large amounts of money are spent on the treatment of asthma, bronchitis, depression and its consequences... It is important to educate people about this, to inform them about other possibilities, about their rights. It is important to raise their consciousness with the help of radio, television, active involvement in civil organizations, and other activities, so that they don't think (as most Croats do) that life in Zagreb, in a concrete building with central heating is the best that could





happen to them. It is necessary to build infrastructure in the suburbs (also, in the area of Samobor, Zaprešić, Velika Gorica, and Dugo Selo...), because it is absurd when people think that the distance between Knežija and Dubrava, which are 15 km apart, is shorter than the distance between Brezovica and Knežija, which are also 15 kilometers apart. In such villages and small towns it would be necessary to build housing estates with family houses and belonging lands, nurseries and schools. The inhabitants of Zagreb interested in exchanging their flats in Zagreb for a house or a small piece of land in the country should be able to do that. In the beginning it would be enough to add more buses and trains to the already existing timetable (in village next to Brezovica there are three buses a day on Sundays and holidays, exactly the same as everywhere around Zagreb), to build nurseries and schools. Maybe then people would gain courage to return to the abandoned land. All that would attract people, and they would manage far better in such conditions and would take care of their survival. Every town needs a dentist, a doctor, a vet, a car mechanic, a baker, a hairdresser, a shopkeeper, etc. and the need of going to the city would be reduced to going to hospital, and to paper-work. This would lead to far less traffic jams. Maybe we should spend less on the building of football stadiums and other unnecessary things, and invest money into creating one such town, because a happy and quality life is much more important to me and my child, than going on a football match on Sunday. A football match, if there's good will, can be played and watched at any meadow in the fields around Zagreb...

... How can the vision be realized? People should be made conscious of values and the power of individual civil contribution, active citizens should be encouraged, as well as positive thinking and constructive action, allow the development of democracy of opinions and ideas, introduce the feeling that changes for the better are possible, allow certain changes for the better, encourage partnership, as opposed to totalitarianism and paternalism. Introduce standards and professional criterion on the basis of agreement, not the so-called authority, independent evaluation of quality of work and the carrying out of programmes, preventing abuse of authority at all levels, strengthening the city and local community housing projects in the interest of the improvement of quality of life in all aspects (health, culture, and economy). There should be a quality approach to volunteer work...

...We should continue the process of completion of what we have already achieved in the last century, especially in its last decade. We should accept all well-meant returning emigrants, especially of the middle generation, among whom there are many distinguished doctors, biologists, information scientists, electrical engineers. We should appreciate success, and penalize fraud, plunder, and crime, improve civil control over executive government efficiency, gain and justify the trust of foreign investors, especially in the field of production and employment in information and electrical engineering industry, health care, tourism, and culture. We should preserve traditional crafts, folk art from and around Zagreb, improve efficiency of local government, but also the judicial system at government level.

We should restore trust into intellectual work, and remunerate it adequately, encourage young, talented individuals to stay in their hometowns. The city of Zagreb should also stimulate its young people to go to deserted parts of Croatia (centrifugal effect of the capital), but we should work on connecting Zagreb to other regional centers, especially deserted parts of the country and the Balkans by building motorways. We should turn the Sava River into a navigable main waterway of Zagreb. Regarding health care and education, we should insist on quality, not quantity, and encourage competitiveness. In the field of public health, we should encourage primary preventive measures by encouraging healthy living, self-protection (reducing alienation between people, reducing stress, encouraging exercise, reducing alcohol abuse, smoking, and drug-abuse), and computerization. Only by well-meant people and programmes operating interactively can the vision of Zagreb as a healthy city at the beginning of the twenty-first century come true...

...by activating real human potential of the city, in a way that political parties in power appoint competent (morally, intellectually, and professionally) individuals to the most demanding functions, and not their, mostly incompetent, members...

...all available possibilities of the city should serve all its inhabitants, every individual should be able to be equally involved in the making of the city policy. This could be achieved by introducing local government in which citizens would carry out tasks of importance for the local community, in their own administrative area, but that are also important for the

city and the country as a whole...

...How can our vision of Zagreb come true? First of all, it mustn't be a vision of illusionists, because it is an unreal illusion that only skilful magicians can achieve, while the rest of us do not see anything but what they want us to see. We have to cultivate our vision, no matter how hard the everyday reality was. By using all its potential, from the Croatian Parliament, city government, mayor's office, to all the professional institutions, and the media, Zagreb has to occupy its rightful position as the capital city. It is important to love the city you live in. In order to achieve this, we all need to do our best to "defend" it from inside as well as from the outside, be it "špica" at Ban Josip Jelačić Square or any other city block. It has been confirmed a million times. The last proofs of this were those whose names we knew and the anonymous, whether they were called Units of National Protection, Croatian National Guard, or the legendary "Tigers"...





HOW THE CITIZENS OF ZAGREB SEE THEIR CITY THROUGH PICTURES... WHAT DIMINISHES THE BEAUTY OF LIVING IN ZAGREB



Dilapidated condition of old buildings



Heavy traffic



The most valuable city areas are being sacrificed for “his majesty – the car”





Inappropriate behavior of inhabitants not used to living in a city - litter



Vandalism



Devastation of the environment due to unplanned building



Neglected areas, water pollution

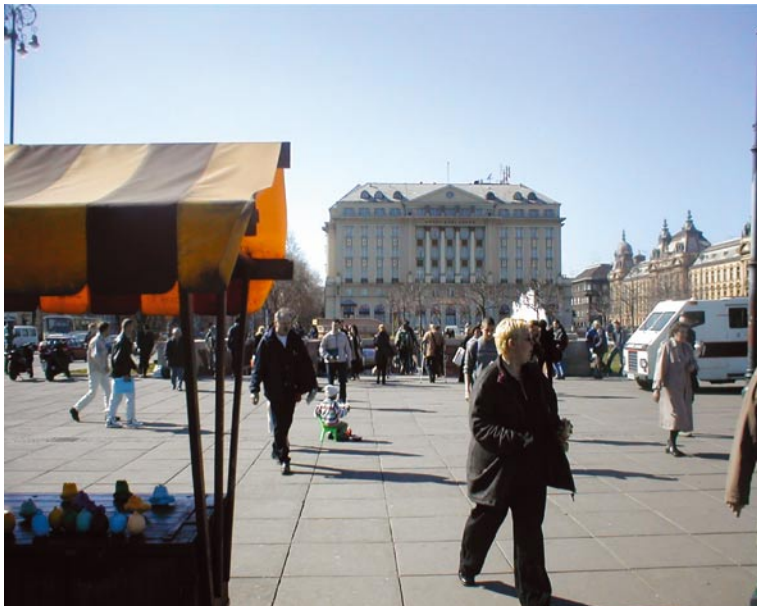




The beauty of living in Zagreb is mostly spoiled by all-pervasive poverty (queues for food in soup kitchen)



The sight of children begging is especially difficult to bear...



WHAT MAKES LIFE IN ZAGREB BEAUTIFUL

There is a possibility of choosing diverse and excellent education for their children, from preschool education to higher education... (the University of Zagreb Headquarters)



Zrinjevac park





«The Upper town» (old part of Zagreb)



Maksimir park (public garden)





“Floart” flower fair



Dolac (farmers' market)



View from “Upper Town”



Ban Josip Jelacic square





Jarun lake in winter



Ribnjak park (public garden)



HOW THE CITIZENS OF ZAGREB SEE THEIR CITY...

...THROUGH AVAILABLE INDICATORS ...

1. POPULATION 1991 – 777 826 2001 – 770 058

 POPULATION OLDER THAN 14 (1991) 18.3%
 POPULATION OLDER THAN 65 (1991) 11.2%

 THE RATIO OF 112 WOMEN TO 100 MEN

2. NO EDUCATION (1991) 1.9%
 INCOMPLETE PRIMARY EDUCATION 12.6%
 PRIMARY EDUCATION 20.7%
 SECONDARY EDUCATION 45.0%
 TERTIARY EDUCATION 18.5%

3. EMPLOYED (31/02/2000) total: 328,911 people (139,391 WOMEN)
 UNEMPLOYED (January 2002) total: 53,892 people (29,130 WOMEN)
 PENSIONERS (31/12/2000) total: 101,712

4. WORKING ABROAD 38,412 (1991)
 DISPLACED 5,688 (2000) (865,283 – 1992)
 REFUGEES 4,182 (2000) (80,344 – 1992)

5. AVERAGE NUMBER OF HOUSEHOLD MEMBERS (1991) 2.85

6. 1991 100 MARRIAGES 27.9 DIVORCES
 1993 100 MARRIAGES 24.9 DIVORCES
 1995 100 MARRIAGES 19.5 DIVORCES
 1997 100 MARRIAGES 19.9 DIVORCES
 1999 100 MARRIAGES 14.5 DIVORCES
 2000 100 MARRIAGES 26.1 DIVORCES





7. AVERAGE SALARY (December 2000) 3,815.00
AVERAGE PENSION (December 2000) 1,678.44
SOCIAL WELFARE USERS: INCREASING TREND IN THE NUMBER
OF RECEIVED SOCIAL WELFARE RIGHTS, INREASING TREND
IN MATERIAL BENEFITS

8. BIRTHS 2000 7,733
DEATHS 2000 8,233

NEGATIVE NATURAL POPULATION GROWTH (since 1998) -0.6

9. LEADING CAUSES OF DEATH (2000)
CIRCULATORY SYSTEM DISEASES 50%
TUMOURS 24.5%
INJURIES, POISONINGS AND OTHER
EXTERNAL CAUSES 5.3%
DIGESTIVE SYSTEM DISEASES 5%
RESPIRATORY SYSTEM DISEASES 4.6%

10. EPIDEMIOLOGIC STATUS
EPIDEMIES REGISTERED IN 2001
Enterocolitis, Scarlatina, Hepatitis A, TBC, Trichinelosis
POISONINGS – the number of Salmonellosis epidermis 2000 – 225;
2001 – 296
HOSPITAL INFECTIONS (data unknown)

11. TBC TREND (DECREASING)
AIDS (steady at 1-3 cases annually)
HEPATITIS B and C (INCREASING 2000 to 2001)

12. ADDICTION

TREATED PERSONS	1996 - 757	NEWLYDISCOVERED	318
	1997- 999	(OPIOIDS)	375
	1998 - 1,300		395
	1999 - 1,533		311
	2000 - 1,689		260

13. VIOLENCE

THE NUMBER OF CRIMINAL OFFENCES (GENERAL) INCREASING
18,536 – 2000 21,519 – 2001

THE NUMBER OF CRIMINAL OFFENCES WITH ELEMENTS OF VIOLENCE DECREASED
2001 – 16 MURDERS, 45 ATTEMPTED MURDERS,
243 EXTENSIVE PHYSICAL DAMAGE

THE NUMBER OF CRIMINAL OFFENCES COMMITTED AGAINST
MINORS AND CHILDREN ON THE INCREASE

252 – 2000	333 – 2001
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SUICIDES
156 – 1998 144 – 1999 135 – 2000

MINORS

Out of this year's total of 11,766 criminal offences, 1% was committed by children and 9% by minors (fewer serious criminal offences)

14. ROAD ACCIDENTS

104 CASUALTIES – 1998
95 CASUALTIES – 1999
76 CASUALTIES – 2000

Increasing number of road accidents and injured, decreasing number of casualties





4. THE CITY HEALTH PLAN

The thematic groups and direction for the action

a) Unemployment (citizens facing economic and social insecurity): summary: short term aim - to provide assistance to unemployed citizens dealing with difficulties resulting from economic and social insecurity, foster and help develop psychological, emotional and communicational potentials of the unemployed; long-term aim is to decrease unemployment.

b) Protecting and improving the environment quality: summary: to decrease the concentration of NO₂ and air-borne particles to obtain 1st quality air, which would in its turn have impact on (decreasing) incidence of respiratory tract diseases in Zagreb.

c) Strengthening positive social values (social networks): summary: the basic goal of the program is to prevent and decrease psychological and social decompensation in elderly people. The elderly are faced with loneliness and fear of incapability and inability to execute some vital activities of existential importance. This program will develop volunteer work, inter-generational solidarity, children and adult sensitivity to problems of other people (not only the elderly), concrete people, neighbors, and any other who are in need of help.

d) Providing equal possibilities to people with disability: summary: the goal is to ensure that future parents are informed about possibilities of early diagnostics of fetal anomalies (Down's syndrome) and that help and support are provided to parents whose children have Down's syndrome in the early days/months (to facilitate parents adjustment to a family member with special needs).

e) Strengthening and supporting family: summary: the goal is to strengthen family from its very creation by providing professionally lead education and assistance in all its vulnerable phases. Since nowadays transitional stress is adding additional burden to the majority of the families in Zagreb we would like, with this program, to support them to increase their coping abilities (thus decrease divorcality rate).

5.SUMMARY AND CLOSING REMARKS

I. Introduction

Rapid appraisal is a method of collecting problem-related information in short time, without spending too much of professionals' time and financial resources. Rapid Appraisal is the first step in the process of health interventions planning in a community. In this case the method was used to determine priority areas for the 'Zagreb – Healthy City Project'. Even though the Healthy City Project has been in place in Zagreb for fourteen years, due to 10-year stagnation of program activities, the project had to be redefined – insight into new citizens' needs acquired and according to the established needs new priority areas of project activities selected for the following five-year period.

The implementation of this modified RAP method resulted in:

1. Creation of the City health profile,
2. Consensus reached between representatives of city administration, professionals and citizens on priorities for enhancing health and increasing the quality of life in the city,
3. Selection of action plans for improving health
4. Establishment of the alliance of all interested groups aimed at enhancing health and the quality of life in the city.

II. Implementation

The City Office for Health, Labor and Social Welfare of Zagreb City Administration and the Croatian Healthy Cities Network Support Centre at the Andrija Štampar School of Public Health of Zagreb University Medical School started implementation of RAP in Zagreb at the end of October 2001. Following the suggestion of the City Office, and the project team, 143 panelists were selected, comprising representatives of city administration, important city institutions and the citizens themselves. The selected people were asked to write an essay about their city, answering the six questions we asked. By January 2002, 74 essays were collected and then processed by computer assisted free-text analysis at the Andrija Štampar School of Public Health. In the mean time, the City Office for Health, Labor and Social Welfare associates collected the existing relevant written documents (data from the census, routine health documents, data provided by the Police Department, Employment Agency, etc.), and prepared a set of quantitative health indicators for City of Zagreb. By mid March, all preconditions for holding consensus conference (the central event of the whole exercise) had been met. Main data sources we used for the consensus conference and the city health profile were: the existing written documents (as quantitative data sources), and panelists' essays and observations (as qualitative data sources).





Working meeting (the panel of research participants) was a two-day event, which took place on 15 and 16 March 2002. It was attended by some seventy participants, representatives of professional groups (health professionals, social workers, teachers, journalists, entrepreneurs, culture professionals, etc.), local administration (the city and the city districts) and community (citizens' groups, associations of parents, disabled people, etc.).

On the first day, the participants were informed of the aims of the meeting, working method and obtained results. They were presented the most interesting and the most frequent replies from their essays, city health indicators and photos taken based on their replies to what it is that diminishes and contributes to the beauty of living in Zagreb. The participants were then asked to work individually and then in small groups on selecting three major problems out of all the problems that were mentioned. Respecting the selection made by the small groups, a joint list was formed, i.e. a consensus on five priority areas of the future activities of the 'Zagreb-Healthy City Project' reached. Thematic groups were then formed around following areas:

1. Unemployment (citizens facing economic and social insecurity)
2. Protecting and improving environment quality (traffic, air)
3. Strengthening positive social values (social networks)
4. providing equal possibilities to people with disability, and
5. Strengthening and supporting family.

Following their own professional or private interests, the participants chose to work in one of the five thematic groups. Goals of the thematic group work were: to describe and provide arguments as to why they have chosen that particular area (define the problem), to set the goals of their activities (how to recognize whether you have succeeded and measure success), to define long-term and short-term plans and to form the working group that will be alliance of all interested parties (politicians, professionals and community) gathered around that particular problem.

On the second day, the thematic groups continued their work. There were intermittent interruptions of their work in the form of shorter plenary sessions, whenever there was a need to provide additional knowledge and share experiences. At the end of the working day, the thematic groups gave plenary presentations suggesting what should be done in the next phase of the 'Zagreb-Healthy City Project'. The conference ended in public presentation of two-day work, where consensus by all present was reached relating to suggested actions of the Healthy City Project.

III. Results

Implementation of RAP helped us to obtain:

1. The City Health Profile - build on two data sources, on panelists essays and observations (as qualitative data source) and on existing written documents (as quantitative data source).

2. Consensus between representatives of the city administration, the professionals and the citizens on five priority areas for future activities aimed at improving health and enhancing quality of urban life:

a) Unemployment: provide short-term assistance to unemployed citizens dealing with difficulties resulting from economic and social insecurity, foster and help develop psychic, emotional and communicative potential of the unemployed; long-term aim is to decrease unemployment.

b) protecting and improving the quality of environment: decrease the concentration of NO_2 and air-borne particles to obtain 1st quality air, which would in its turn have direct impact on decreasing general effects of respiratory tract diseases in Zagreb.

c) Strengthening positive social values (social networks): the basic goal of the program is to prevent and decrease psychic and social decompensation in elderly people. The elderly are faced with loneliness and fear of incapability and inability to execute some vital activities of existential importance. This program will develop volunteer work, inter-generational solidarity, children and adult sensitivity to problems of other people (not only the elderly), concrete people, neighbors, and any other who are in need of help.

d) providing equal possibilities to people with disability: summary – the goal is to ensure that future parents are informed about possibilities of early diagnostics of fetal anomalies (Down's syndrome) and provide help and support to parents whose children have Down's syndrome in the early days (months) of adjustment to a family member with special needs.

e) Strengthening and supporting family: summary – provide professional help

to educate and strengthen family from its very creation, provide help in all its vulnerable phases so that it can overcome the period of social transition that adds to its sensitivity, thus providing for a long-term decrease in divorce rate.

3. The framework for City Health Development Plan – long-term (strategic) and short-term (operative) action plan/program aimed at improving health

4. Alliance of interested groups (politicians, professionals and community) gathered around priority problems willing to work on improving the quality of life in the city.





THE CITY HEALTH PROFILE



THE CITY OF ZAGREB

Zagreb, 2004