

The Quality of Life Programme 2016–2024

The city of Helsingborg's policy document for sustainable development

Updated 2021–12–14

PROGRAMME PLAN POLICY GUIDELINES

Contact center | Postal address 251 89 Helsingborg | Switchboard 042-10 50 00
kontaktcenter@helsingborg.se | helsingborg.se



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City of Helsingborg's policy document

Activating
aims at change and development

PROGRAMME - indicates long-term ambitions and directions
PLAN - indicates concrete measures, time frames and responsibilities

Normative
regulate existing activities and our approach to a given situation

POLICY - sets out principles and guidance
GUIDELINES - sets out absolute boundaries and requirements

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1. Introduction

Achieving the Helsingborg 2035 vision requires both innovative thinking and responsible action that gives equal weight to all three dimensions of sustainability: social, ecological and economic. The services and facilities provided by the municipality should both improve the quality of life for those we serve and contribute to a good quality of life for future generations of Helsingborg citizens. The Quality of Life Programme addresses all committees and municipality owned companies in the city of Helsingborg. Together with the Master Plan, it is the city's overall strategic policy document for sustainable development and constitutes the City of Helsingborg's programme for Agenda 2030. The programme is valid from 1st of January 2016 to 31st of December 2024.

The city's ambition for sustainable development is for all residents to experience a high quality of life, but with a low environmental impact so that people and businesses reach their full potential in long-term sustainable growth, and so that future generations can also experience a good quality of life. This ambition should permeate all the work that the city of Helsingborg does.

With this programme, we want to create an understanding of the city's quality of life work and communicate the city's intentions and ambitions. We also want to encourage businesses, organisations and residents to participate in the work and inspire other municipalities to take further steps towards sustainable development.

When the programme uses the words we, ours or the city, this refers to the city of Helsingborg Group. When the programme mentions Helsingborg, this refers to the place and the community of the people who live or work here.



1.1 Update 2021

During the term of office 2018-2022, the programme has been updated. Since the Quality of Life Programme was originally adopted, the national public health objectives have been revised, new gender equality policy objectives have been adopted, a new climate act law has been passed, the Convention on the Rights of the Child has become law and the regional development strategy has been updated, among other things. Furthermore, Helsingborg now has the ambition to be one of Europe's most innovative cities. We have also adopted new policy documents, including a plan for equal opportunities, a climate and energy plan, a business program and a cultural program. In parallel with the update of the Quality of Life Programme, the city is developing the 2021 Comprehensive Plan.

The updating of the Quality of Life Programme has resulted in a revision of the programme's directions and focus areas. We have taken into account the current situation in Helsingborg and how the city has developed, new laws and national goals. We have also more clearly than before linked the programme to the global goals in the 2030 Agenda.

1.2 From global goals to local action

The Quality of Life Programme describes how we contribute to achieving the global sustainability goals in the 2030 Agenda. The 2030 Agenda is the global plan for sustainable development and has been adopted by the United Nations. The plan sets out the global goals for the world's most urgent challenges that need to be solved before 2030. Many of those challenges are also relevant in Helsingborg. The city and the people of Helsingborg also have an impact on the ability of other countries to achieve the goals. In sustainable development, the economy is used as a means to achieve the goals of inclusive, prosperous societies where all people experience quality of life and where biosphere and ecosystems form a framework that must not be exceeded so that future generations' opportunity for quality of life is not jeopardized.

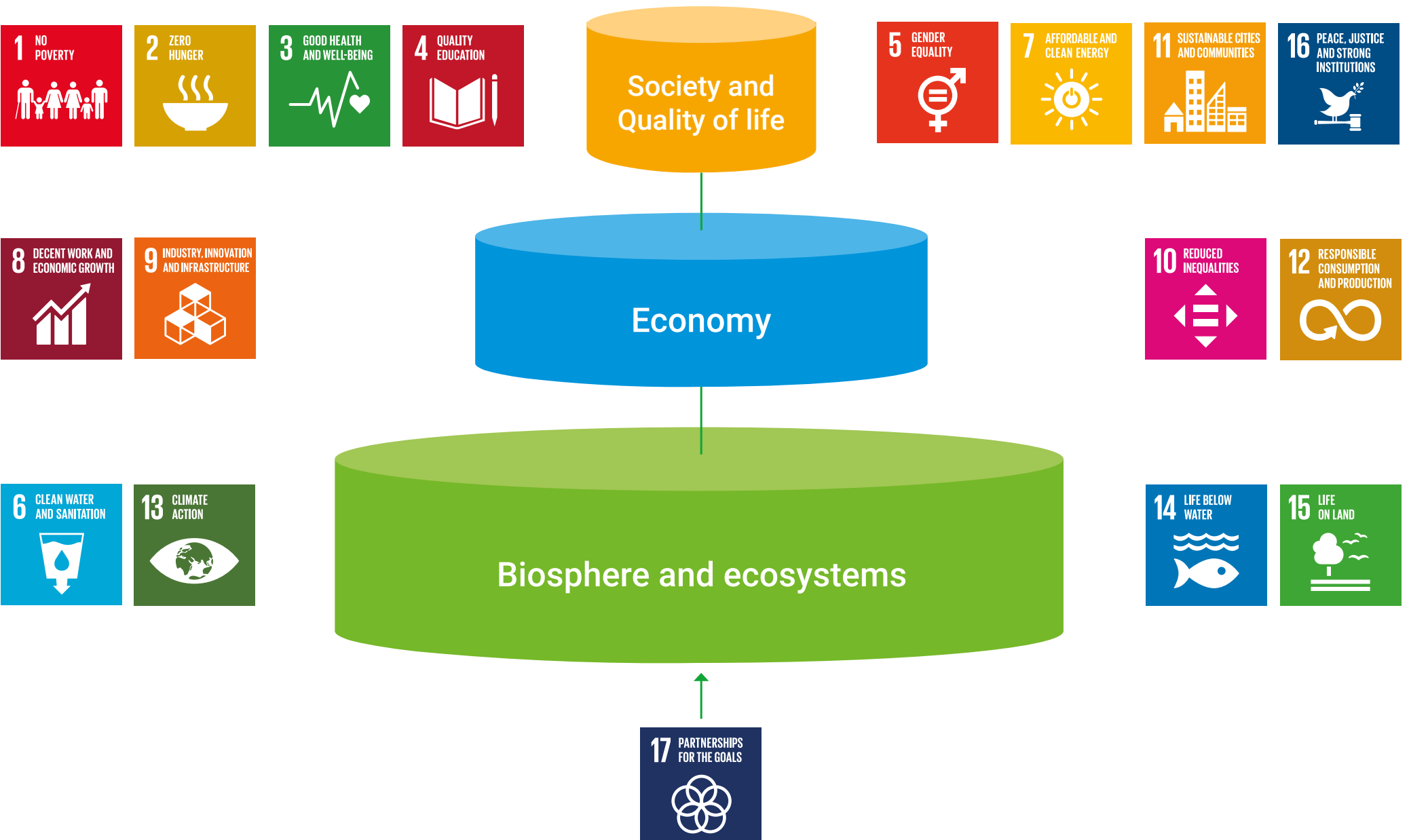
The programme contains four desired directions for the development of improving the quality of life in Helsingborg, moving us closer to the Helsingborg 2035 vision. Each of the desired directions contains focus areas that we believe will make the biggest impact in moving towards the desired direction. The desired directions of the development and the focus areas in the Quality of Life Programme are connected in several different ways and are influenced by each other. They are thus integrated and indivisible, just like the goals in the 2030 Agenda. In order to create quality of life and sustainability in Helsingborg, we therefore need to work with all areas. To succeed with the principle of the 2030 Agenda 2030 not leaving anyone behind, we need to reach groups that are farthest behind (1). We need to find ways to safeguard human rights and create equal opportunities for all, regardless of gender, gender identity or gender expression, ethnicity, religion or other belief, disability, sexual orientation, age and socio-economics.

Sustainable development

The goal – Society's wellbeing and people's quality of life is the goal with sustainable development

Funding – Economy is funding for implementation

Framework – The biosphere and ecosystems is the framework for development and constitutes the conditions for all life.



1.3 What do we mean by quality of life?

Quality of life is a feeling that is personal and unique. It is influenced by how the individual feels, how they view the world around them and what opportunities they have to influence it. The Quality of Life Programme is based on the World Health Organization's (WHO) definition (2), which states that quality of life is about the individual's experience of their situation based on the surrounding society. Society, norms and values as well as the individual's own interests and relationships together create experiences and states of quality of life. In our interpretation of the concept, we have also chosen to include a generational perspective. This means that we also want future generations to be able to experience a good quality of life and that the quality of life is lasting over time.

We need to understand what builds quality of life at an overall level. It is affected both by individual conditions and by society and the environment. Some individual factors that affect quality of life can be influenced through lifestyle choices. Others, such as heredity, age and gender, cannot be influenced. External factors such as safety, inclusion, equality and air quality can only or largely be achieved by political decisions and joint efforts by society. It is important to take into account that people's circumstances and living conditions are different for different groups, for example based on gender, gender identity and gender expression, ethnicity, religion, disability, sexual orientation, age and socioeconomics. (3)

Through our mission as a public actor, we have the opportunity and responsibility to influence the conditions for all people to have a good quality of life. We will strive both to improve the conditions described in the Quality of Life Programme and to ensure that the conditions are as good and equal as possible for everyone.

1.4 The city's governance towards a better quality of life

The operations of the City of Helsingborg Group must work to implement the directions of the Quality of Life Programme, both within the organisation and between departments and companies. The committees and companies work directly for improved quality of life based on their assignments. These include safety and security measures and activities, education, urban development, cultural experiences, care for the elderly, environmental protection, and social support. We must meet our challenges in relation to the quality of life in the city together and not as individual administrations and companies. Therefore, the organisation's ability to collaborate is important. We must use our financial resources as a means to implement the Quality of Life Programme.

In addition to the Quality of Life Programme, the city has other policy documents that aim to improve quality of life within certain areas. This applies, for example, to the climate and energy plan, the plan for equal opportunities and the waste plan, which contains concrete measures. Several of the municipality's activities are also governed by laws and regulations that affect the focus areas of the Quality of Life Programme.

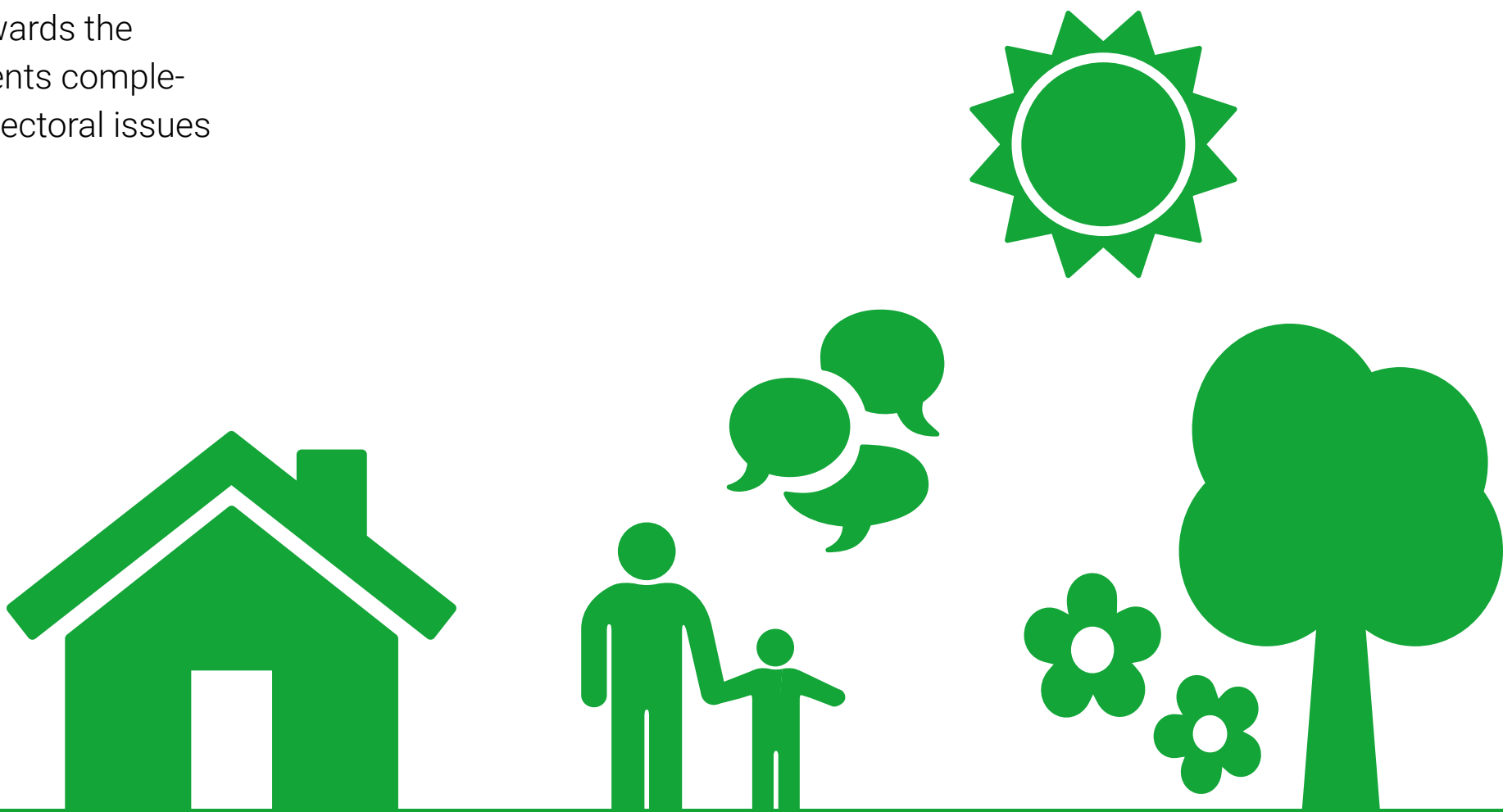
The City Council has also adopted the city's four missions for the mandate period. These are innovation, security, integration and quality of life. The missions focus on challenges for Helsingborg's development towards the vision Helsingborg 2035. The city's guidelines and policy documents complement the committees 'and companies' assignments with cross-sectoral issues that the City of Helsingborg needs to work on jointly.

1.5 Innovation

Part of achieving the vision Helsingborg 2035 is that Helsingborg will be one of Europe's most innovative cities in 2022, leading the way to sustainable development.

The City of Helsingborg's ambition is to improve the quality of our services even further. We have major societal challenges to deal with while [the costs of welfare services increase](#). Complex societal problems require new solutions and working methods. Innovation, collaboration and exchange of experience are crucial in order to realize the directions and focus areas in the Quality of Life Programme. Through innovations, we can create more efficient solutions that improve the quality of life for citizens of Helsingborg. Innovation is also a tool for success in working towards a more sustainable and caring society.

We shall attract innovators and entrepreneurs who offer creative solutions to both current and future challenges and who provide jobs that stimulate sustainable development. Collaboration can take place within and between administrations as well as between the city, business, associations, academia and residents. Collaborations can take place both locally and globally.



2. Directions and focus areas

The programme contains four directions for the desired development of improving the quality of life in Helsingborg, moving us closer to the Helsingborg 2035 vision. Each of the directions contains focus areas that we believe will have the biggest impact in moving in the right direction.

We want long-term accountability	Minimize climate impact and resource use	Increase biodiversity and strengthen ecosystems	Create a more resilient society	Strengthen economic sustainability
We want everyone's participation	Increase security	Increase employment	Strengthen democracy	
We want a lifelong activity	Improve health	Improve people's living environment	Increase accessibility to experiences	
We want an equal Helsingborg	Improve integration	Increase gender equality	Create good conditions for all children growing up	

2.1 We want long-term accountability

We want everyone in Helsingborg to act responsibly for long-term sustainable development so that future generations can experience quality of life.

In Helsingborg, we will strive for long-term sustainable development, which is positive for both the economy and people's quality of life. Sustainability is about keeping biological systems functioning and that people's lifestyle provide quality of life but do not deplete natural resources - with a resource-efficient economy. This direction of the cities development concerns financially long-term management of our natural resources and switching to circular systems, resource management and business models.

The challenge is that society and its inhabitants consume more energy and raw materials than what is sustainable. This affects the climate and the environment worldwide, but it also has an impact locally through waste and emissions to air and water. The challenge is also to make better use of the economy as a means of achieving sustainable development. As Helsingborg is dependent on a reliable supply of resources, we are vulnerable to a crisis and to climate change.

To create long-term sustainable development, the city needs to focus on the climate issue, on circular resource management, on strengthening ecosystems and increasing biodiversity, on making society more resilient and on using the economy as a means for sustainable development.

Other policy documents that contribute to long-term responsibility

- Master Plan
- The green structure programme
- The climate and energy plan
- Action plan for circular economy
- Climate adaptation plan
- Stormwater plan
- Waste plan
- Helsingborg City's crisis management plan



Minimize climate impact and resource use

Minimizing climate impact means that Helsingborg needs to achieve the goals of becoming climate neutral. It also includes consumption-based emissions and sustainable resource use. Human production and consumption of goods and services leads to greenhouse gas emissions and the depletion of the earth's resources. If all people on earth had consumed resources at the same rate as the people of Helsingborg, three globes would have been required. (4)

The biggest challenges are unsustainable consumption and resource use as well as the use of fossil fuels. The largest emissions sector in Helsingborg is transport and travel (5).

The city can make it safer and easier for residents to walk, cycle and use public transport, and create good conditions for mobility services and charging infrastructure. The city can increase the pace of climate-smart and circular construction and plan for efficient land use. The city can increase access to renewable and recycled energy and create opportunities to share premises, goods and services. The city can increase opportunities for circular resource management of materials, energy, water and food. To become climate neutral, we also need to bind carbon from the atmosphere to the biosphere (5). Taking action against climate change, resource management and circular systems and economy creates new opportunities for new jobs.

Global goals in the 2030 Agenda that we contribute to by minimizing climate impact and resource use:



Strengthen ecosystems and increase biodiversity

Viable ecosystems with high biodiversity create services for us humans that are necessary for a good quality of life (6). The larger and more cohesive the green areas and aquatic environments, the better the conditions. Our main challenges are the lack of natural and aquatic areas of sufficient quality and quantity and the lack of connectivity between them (7) (8).

This leads to problems of eutrophication, deoxygenated bottoms and deteriorating conditions for plant and animal life. It also means that there are too few and too small green areas for humans and animals to stay in.

The city can protect and create environments that are large and varied enough to meet multiple needs, such as high biodiversity, recreation and outdoor recreation, water purification and flow equalisation. They also need to be interlinked as far as possible so that we can maintain the species that exist and recover those that have disappeared. Structures that mimic nature and fulfil multiple functions, such as open stormwater solutions in buildings, are important for biodiversity and climate adaptation. The improvements we make on land facilitate a viable Öresund. Together, this provides solutions that facilitate recreation, pollination and food production. It binds carbon dioxide, purifies air and water and takes care of large rainfall.

Global goals in the 2030 Agenda that we contribute to by strengthening ecosystems and increasing biodiversity:



Create a more resilient society

A resilient society has the ability to prevent, resist, manage and recover from disturbances. The purpose is to protect national sovereignty, democracy, and people's lives, health and security, and to safeguard confidence in society's functions even in crises. Human freedoms and rights, the environment and economic values must also be protected.

The City of Helsingborg has a responsibility to build such a capacity together with others. Electrification and digitalisation create opportunities but also vulnerabilities in our everyday lives and in our vital activities. New threats, such as climate change, disinformation, threats to our health and a new security situation are other challenges we need to address.

The city can develop its crisis preparedness through training and exercises. The city can also reduce future risks by implementing climate adaptation measures, saving agricultural land, raising education levels and promoting good and equitable public health. Other measures could be to promote local food production and renewable energy. The city can work to secure other critical dependencies; such as access to the internet, electricity supply and power supply (9) even in a crisis situation. A resilient society contributes to the security of the individual, society and the nation. By creating a more resilient society, we can be better prepared to cope with severe stresses.

Global goals in the 2030 Agenda that we contribute to by creating a more resilient society:



Strengthen economic sustainability

Sustainable economic development means an economy that is sustainable over time, conserves human and material resources in the long term and supports the achievement of other goals.

A key challenge for sustainable development is to invest, mobilise and relocate financial resources and direct them towards the necessary actions and measures.

The city can use the economy to create added value for people, society and the environment. For example, the city is already using the opportunity of being a major purchaser and imposing sustainability requirements on purchases. The city can further invest in sustainable development, we can collaborate with the business community to reach further together. We can be better at analysing our investments from a long-term sustainability perspective and we can make further use of circular business models for better resource management. By increasing sustainable growth, the risk of future socio-economic problems is reduced. It also gives us the opportunity to implement measures to achieve our sustainability goals and thus have a positive impact on all the directions and focus areas of the Quality of Life Programme.

Global goals in the 2030 Agenda to which we contribute by strengthening sustainable economic development:



2.2 We want everyone's participation

We want everyone who lives and works in Helsingborg to feel a sense of community and belonging and to be involved in society and its development.

In Helsingborg, democracy must be alive and strong. It should be easy for residents, companies and organisations to have transparency and be involved in development. Schools, culture and associations play an important role in strengthening citizens' participation in society. Everyone, regardless of gender, gender identity and gender expression, ethnicity, religion, disability, sexual orientation, age or socio-economic background, or where in the municipality one lives must have equal opportunities to participate and be able to contribute their experiences. This applies in particular to participation for all children and young people.

Our challenges are that compared to people in other cities, people in Helsingborg have a lower level of education and employment. People in Helsingborg also have a lower perceived level of trust and security than the national average. People today do not experience equal opportunities to participate in society, to make their voices heard and to influence society and their own lives.

To create increased participation in Helsingborg, the city needs to increase security and employment as well as strengthen democracy.

Other policy documents that contribute to everyone's participation

- Plan for equal opportunities
- Master Plan
- The business programme
- Programme for national minorities
- The cultural programme
- Collaboration agreement with the Police



Increase security

Security is a feeling of being free from danger. This applies to outdoor places, the home and the internet. The experience of security depends on location and context. It is affected by various factors, such as the feeling of control, trust in others, the safety of others and by thoughts about one's own and others' ability to handle crime. A person's previous experiences also affect the feeling of security.

Many residents in Helsingborg experience insecurity (18). This is due to the interaction of several complex factors. Some groups are more vulnerable. Women (19) and non-binary people (20) feel more insecure than men. The gender inequality in security is also evident looking at who the perpetrators of violence generally are and who the victims generally are (21). Crime strengthens the feeling of insecurity, which is especially noticeable in some districts.

The city can strengthen the prevention of abuse, violations, violence and other crimes, and disrupt and discourage criminal elements and actions. We can also change public areas and it's service offerings to encourage meetings between people, increase participation and security. When more people feel safe and trust others, integration improves and society becomes more inclusive. More people will dare to be outdoors and socialise across borders.

Global goals in the 2030 Agenda to which we contribute by increasing security:



Increase employment

Employment through work or self-employment provides financial security for individuals. Unemployment is unevenly distributed in Helsingborg. For example, it is higher among people with a low level of education, young people and people born outside Europe, especially women (13) (14).

In Helsingborg, a higher proportion of the population has a low education compared with similar cities(16). Many employers find it difficult to find the right skills while older people feel that their work experience is not always taken into account by employers after they reach retirement age (15). Another challenge to increase employment is mental health and sick leave linked to working life, especially among certain occupations and groups (17).

The city can in various ways strengthen people's and companies' own ability to reach their full potential. Key strategies include raising the educational level of the population and to better match job seekers with vacancies. At the same time, it is important to promote the establishment of knowledge-intensive companies in Helsingborg and to support new businesses and associations. The city and the business community can work together to create services and products as well as new innovations that contribute to solutions and to more jobs with decent working conditions. Increasing employment leads to better personal finances for residents, a brighter outlook for the future, higher tax revenues for society and benefits for local businesses.

Global goals in the 2030 Agenda that we contribute to by increasing employment:



Strengthen democracy

Democracy is about having the opportunity to influence the development of society together. In a strong democracy, people trust both other people and society. They have also prerequisites to get involved in various societal issues.

Trust in other people is lower in Helsingborg than in other cities of the same size (10). Voter turnouts (11) and trust in politics and government (12) differ between different groups and geographical areas, reflecting differences in socio-economic and educational backgrounds. Low trust between people and low trust in politics and government can damage the democratic system.

The city has an important role to play in educating and disseminating knowledge so that citizens understand how democracy works and can be empowered as participants in society. The city can increase the opportunities for transparency and involvement in issues and decisions that affect the residents. It is important to reach out with accurate information to the residents. We can also stimulate encounters between people through how we build and develop the city and how we develop our welfare services based on the needs of our citizens. We can further facilitate the local associations and cultural life as an important voice. Strengthening democracy can ensure the interaction between people and society's institutions.

Global goals in the 2030 Agenda to which we contribute by strengthening democracy:



2.3 We want lifelong activity

We want Helsingborg to be a place that contributes to people's health and well-being throughout life and where there are meaningful activities for everyone.

We want good health for all and an active population that has access to outdoor recreation and the opportunity to participate in cultural and leisure activities. We will make it easier for people to participate in various activities and increase their involvement in them. We will also improve the experience of the city so that we can create more life and movement in Helsingborg during most parts of the day.

Our challenges are that residents do not have equal opportunities for activities and good health, that there is widespread involuntary loneliness, that mental ill health is increasing and that a large proportion of the population is not physically active.

To create lifelong activity, the city needs to make experiences accessible to more people and improve the residents' health and living environments.

Other policy documents that contribute to lifelong activity

- Master Plan
- The green structure program
- The cultural programme
- Bicycle plan
- Sports policy programme



Improve health

Good physical and mental health is built partly by individual factors such as genes, age and lifestyle choices and partly by the societal structure for health, including access to health care, recreational opportunities and environmental factors. Opportunities for good health should be equal in Helsingborg.

The links between educational level and health are clear and health behaviours and lifestyles are often passed on to the next generation. Mental ill health is high, particularly among young women (22), (23)LGBTQI people (24) (25) and people with disabilities (26). Involuntary loneliness needs to be broken, especially among the elderly (27). Physical activity needs to increase, especially among children and young people and the elderly (22). Two of the most important efforts to improve health are to provide good education for all and to get people more physically active, in particular by stimulating associations and organised sports that reach a wide public.

Physical activity can be facilitated by making it easier to walk and cycle, making it inviting for people to play outdoors and increase the opportunities for recreation in nature. By strengthening physical and mental health, we also work actively to prevent suicide. Physical activity and the opportunity for social stimulation are also a way to reduce minor mental health problems (28) . A healthier population means reduced costs for healthcare. It also means a longer life, increased well-being and higher productivity.

Global goals in the 2030 Agenda that we contribute to by improving health:



Improve people's living environment

The living environment, the human habitat, is the environment that surrounds us and is made up of the necessities of life such as fresh air, food and clean water, greenery, shelter and a pleasant climate. The appearance and attractiveness of our surroundings also play a role in how we perceive our habitat. The municipality of Helsingborg has relatively little publicly accessible green space and natural areas (8).

Pollutants in air, water and soil have a negative effect on health. The habitat differs from district to district and some residential areas are more exposed to noise (29), have poorer access to recreation in high-quality green areas (8) and have less attractive surroundings.

The city can link parks and nature and green areas with each other and make the sea and the coast accessible to more people. We can make places and neighbourhoods more beautiful and set accessibility and quality standards for design and layout. We can improve air quality and the sound environment by introducing more greenery, adjusting traffic speeds and taking other measures to protect against noise when we rebuild streets. Proximity to parks, nature and water improves public health regardless of people's socio-economic background. A healthy and beautiful habitat makes people healthier and can make Helsingborg more attractive as a tourist and visitor destination.

Global goals in the 2030 Agenda that we contribute to by improving people's habitat:



Increase accessibility to experiences

It is important for people's well-being that they have access and the opportunity to easily participate in various experiences and activities.

This includes culture, sports, entertainment, leisure and recreation. However, some groups find it difficult to take advantage of Helsingborg's wide offerings. This can range from information not reaching certain groups to financial, social and physical barriers that prevent some from participating. The offerings are also unevenly distributed over different geographical areas in the municipality (30).

The city can empower residents, lower the thresholds for participation and increase access to activities. We can also strengthen cooperation with different actors, such as the cultural sector and associations, to reach people who do not normally participate in activities. Inclusive experiences and activities have a compensatory effect on children and young people with more strained living conditions, strengthening their self-esteem. It also counteracts involuntary loneliness and increase security.

Global goals in the 2030 Agenda that we contribute to by increasing the accessibility of experiences:



2.4 We want an equal Helsingborg

We want an equal society where everyone has equal opportunities to live a good life with a good quality of life.

Helsingborg must be accessible and welcoming to everyone. In Helsingborg, neither gender, gender identity, gender expression, ethnicity, religion, disability, sexual orientation, age or socio-economics should determine people's opportunities.

Our challenges are that there are health, participation and economic disparities between different groups and parts of society. There are also norms and behaviours that harm, restrict and put up unjustified barriers for people.

To create a more equal Helsingborg, the city needs to focus on increasing integration and gender equality and improving the conditions for children and young people to grow up.

Other policy documents that contribute to an equal Helsingborg

- Master Plan
- Plan for equal opportunities
- Programme for national minorities
- The cultural programme
- The business programme



Improve integration

Integration is about people feeling a sense of belonging and participation in society and about different groups meeting and interacting with each other. For most people, work and self-sufficiency create the conditions for improved self-esteem and a meaningful social context. But in several areas of society, polarization is increasing. Inequality in living conditions is increasing and there are people who live in an exclusion that can be difficult for the individual to break (31).

Socio-economic disparities tend to increase in Helsingborg and there are neighbourhoods with relatively high unemployment, high rates of ill health, a higher proportion of inhabitants without completed upper secondary education and a higher proportion of dependants than in other areas (32) (19).

The city can work to raise the educational level of the least educated part of the adult population and accelerate the learning of Swedish. However, lack of language skills should not be seen as an obstacle for integration. The city can also shorten the time for self-sufficiency and encourage the residents to meet across borders. The city can promote changes in behaviour and attitudes towards greater acceptance of people's differences in order to stimulate better integration. Successful integration leads to community, a cohesive city and a stronger economy.

Global goals in the 2030 Agenda that we contribute to by improving integration:



Increase gender equality

In an equal society, everyone has the same rights, obligations and opportunities in all areas of life, regardless of gender. In Helsingborg, women have higher sickness rates (33). Men are more likely than women to say their health is good when asked how they perceive their own health (23) (19). Women and non-binaries have lower wages (34) (35), and both education and the labour market are gender segregated (36).

In Helsingborg, women take most of the parental leave(37). Women and non-binaries are more insecure and exposed to violence (25) (21) (19). Other challenges for gender equality are norms that limit people's choices, opportunities and behaviours.

The city can raise awareness of this in its own organisation and be a pioneer in planning and implementing actions to increase gender equality. The city can also collaborate with other actors to prevent and combat domestic violence, discrimination and violence in society. Increasing gender equality improves the well-being and health of all, it creates economic growth, a safer society and better growing up conditions for children.

Global goals in the 2030 Agenda to which we contribute by increasing gender equality:



Create good conditions for all children growing up

Good conditions for growing up is about the whole environment in which a child grows up, from social relations, household finances, housing and schooling to security and future prospects. Children and young people cannot, to the same extent as adults, make their voices heard and do not have the same opportunity to decide over their lives or how society develops.

Not all children in Helsingborg reach the knowledge requirements in school (38) and far too many lack active leisure time (39) (40). There are children and young people in Helsingborg who live in economic and social vulnerability and experience violence in the home and in the area where they live (41) (42).

We need to ensure that all children receive a good education and the best possible health. The city must be able to offer safe and developing environments for children and young people to stay in. This is also about children being able to get to school, activities and friends safely and independently. We will also help more children participate in activities. The city can increase the influence of children and young people on issues that affect them. Providing early support in parenting and catching children and young people who are hurt, unwell and have a worrying health development prevents possible future problems. Action by society to ensure that all children have equal opportunities for a good upbringing is an investment for the future, for a good quality of life and for a sustainable society.

Global goals in the 2030 Agenda that we contribute to by creating good conditions for all children to grow up:



3. Legal requirements

The municipal environmental and public health policy documents that a municipality is required by law to have are covered by the waste plan and the climate and energy plan.

4. Accountability and monitoring

The Strategic Social Development Division of the City Management Department is the document owner and is responsible for the timetable of the programme and has delegated to the Environment Department the coordination of the dissemination, revision and monitoring of the programme.

The document manager has appointed a working group consisting of staff from the Department for Strategic Community Development at the City Management Administration and staff from the Environmental Strategy Department at the Environmental Administration, whose task is to assist the city's administrations and companies with knowledge, support and inspiration and to compile and report to the City Council on the effects of the city's overall efforts based on the Quality of Life Programme. Monitoring takes place every two years through a follow-up report. As the programme covers a broad subject area, the monitoring of the programme is supported by other monitoring of plans linked to the Quality of Life Programme.



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6 Contacts

Contact centre

Post address: 251 89 Helsingborg

Switchboard: 042-10 50 00

Mail: kontaktcenter@helsingborg.se

helsingborg.se

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