
MOBILITY SCOUTS

Engaging older people in creating an age-friendly environment

European Synthesis Report

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Executive summary

The aim of the Mobility Scouts project is in line with the state of the art in European research and political missions. Though not in terms of 'co-production' and 'co-design', governments in all countries under study, especially in West Europe, encourage older people to take the initiative in shaping their living environment. Numerous projects illustrate the achievements of seniors as co-producers in policy-making and carrying out projects.

Experts across countries consider the approach of the Mobility Scouts project interesting, useful and necessary. They also point out challenges and requirements that must be met to arrive at successful outcomes. Working areas of Mobility Scouts must be defined by themselves, but the experts also suggest various work realms, such as identifying difficulties to access environments, giving advice to decision-makers and initiating new projects, passing on information and expertise, raising awareness and conducting campaigns. In order to facilitate their work, Mobility Scouts need adequate framework conditions, like the provision of rooms, office equipment, and insurances, organisational support and training, cooperation partners, support in conceptual work, public relation, acknowledgement, and financial support.

A number of personal, social and professional competences are required for achieving the goal; this applies not necessarily for each individual Mobility Scout, but for their team as a whole. Conceptualising and piloting of an adequate training is at the core of the Mobility Scouts project. It will follow the approach that older men and women are experts of their own lives and have a lot to contribute to make their own living situation and environment age-friendly. Knowledge transfer and practical work will be combined, thus ensuring that the framework conditions of the pilot locations are taken into account. Upon completion of the training, Mobility Scouts will function as spokespersons for issues of an age-friendly environment and provide a voice to those, who are not able or do not want to speak for themselves.

1. Aims and objectives

In 2060, almost one third of the European population will be 65 years or older. Ageing is thus not only an individual but also a societal challenge. One very important factor is that of participation: The chance to participate in our society at various levels is crucial for an active, meaningful and healthy life in older age.

Age-friendliness in terms of accessible and available services and environments is obviously a major prerequisite for participation. Public authorities and service providers are responsible for and profit from making their services and public spaces more accessible to all, including older citizens and customers. Older people as experts of their own life know best how services and public spaces should be designed and organised to meet their needs. They want their voices to be heard, their experiences to be acknowledged and their skills to be actively used and valued.

The overall objective of the project Mobility Scouts is to involve older men and women in decision-making processes and to empower them to contribute to the creation of age-friendly environments and services. In order to reach this goal, older men and women will be trained to initiate co-production processes. As 'agents of change' Mobility Scouts bring together older citizens and local authorities and service providers to cooperate in the development of age-friendly environments and services.

The research part of the Mobility Scouts project intends to lay a solid basis in achieving these aims. It intends to investigate the state of the art in the co-production of seniors concerning the age-friendliness of their environment. Hence, it refers to the issues participation and self-determination of older people as key requirements for active citizenship and accessibility of urban environments. It contains the investigation of

- Solutions in making an environment age- friendly, e.g. accessibility of services, public spaces and buildings; age-friendly businesses; mobility of older people in the community; life-long learning opportunities
- Initiatives promoting empowerment and engagement of older people in the community, e.g. projects and initiatives valuing the intellectual capital and experience of the older persons, promoting social participation or a better involvement of older people in the planning and development of services
- Skills needed in the co-production of age-friendly environments
- Supportive framework conditions and institutional settings for active seniors to make their co-production efforts effective

Based on this gained knowledge, conclusions will be derived for the design of the training package.

The research phase is also used for getting in contact with older men and women interested in working as Mobility Scouts as well as stakeholders interested in cooperation, e.g. local authorities, companies that are interested in the field of mobility of older people, public transport providers, public point of contact for complaints, seniors office, mobility agencies.

This report summarizes the results for the mentioned topics under study in Austria, Germany, Italy, Lithuania and the Netherlands. Following the description of the methodology, the results of desk research as well as interviews with experts and very old citizens are presented. Finally, conclusions for the design of the training package will be derived.

2. Methodology

2.1 Design of research tools

In accordance with the concept, desk research was performed for a general overview; specific topics were investigated by expert interviews. Based on a draft research plan, the design of research tools and their application was jointly discussed during the kick-off meeting and finalised afterwards.

The following lead questions were guiding the desk research:

- What is the state of the art concerning the active participation of seniors in the decision-making process and co-production of age-friendly environments?
 - In research
 - At political level
 - At practical level
- What kind of innovative projects and initiatives have already been implemented?
 - In partner countries
 - At European level

Expert interviews were performed according to the following questions:

- Which environmental conditions are important for older people to actively participate in community life?
- If not yet answered: What should be done to make public areas more accessible and more age-friendly?
- Are there any possibilities in this city, in other cities and/or regions you know of, for older people to file complaints about hard-to-access services, public spaces, buildings or businesses, forward ideas for improvements, participate in consumer organisations or (senior) advisory boards?
- Do you know initiatives, projects or institutions in this city, in other cities or on a regional level you know of, which involve older people as experts of their living environment? How are these activities organised?
- The idea of the project 'Mobility Scouts' is to enable older people to initiate co-production processes and, together with older men and women as well as with local authorities and companies, assess and improve the age-friendliness of public spaces, services and information. How do you consider such a project for his city, other cities or regions?
- We are going to train older men and women to function as Mobility Scouts: Which skills and competences do they need to initiate co-production processes and involve other older men and women, local authorities and companies?

- Which kind of projects could be initiated by the ‘Mobility Scouts’? Do you have a concrete idea that could be implemented in your living environment, in cooperation with your organisation and/or other organisations?
- If the expert is an older man or woman, who might be interested in becoming active as Mobility Scout: Do you have a concrete idea, which you would like to realize?
- Which kind of support do Mobility Scouts need from your point of view?
- Which kind of institutional setting would make the work of ‘Mobility Scouts’ effective?
- As we mentioned before, we would like to actively involve local authorities and companies in our project. How do you consider the interest of relevant stakeholders in the issue? Why is the issue important – or not important – to them?
- If not clarified before the interview: Do you know relevant stakeholders, existing groups or older men and women that might be interested in getting involved in the project?
- Are you interested in supporting the project and becoming active as Mobility Scout / stakeholder supporting Mobility Scouts?

2.2 Procedures

The individual working steps were performed in each country in parallel. For the collation of results, templates were developed to ensure their comparability across countries (see annex).

The desk research on the topic of ‘Co-production of seniors for age-friendly environments’ was performed on the internet using the following key words in the partner languages and in English for the European level:

- Accessibility
- Active citizenship of seniors
- Age-friendly city
- Age-friendly environment
- Age-friendly infrastructure
- Age-friendly policies
- Civic participation
- Co-production of older people
- Demographic change
- Healthy ageing
- Healthy cities
- Involvement of older persons
- Mobility
- Mobility assistance initiative
- Mobility assistance service
- Mobility-friendly environment
- Neighbourhood assistance
- Neighbourhood initiatives
- Participation of older people
- Participatory democracy
- Public participation
- Political co-determination
- Political participation
- Self-determination of seniors
- Self-reliant older people
- Senior agents of change
- Seniors policies
- Senior volunteers
- Senior citizens’ councils
- Senior citizens’ representations
- Social participation
- Sustainable mobility

Various aspects of the Mobility Scouts concept were to be assessed in expert interviews that should also lay the basis for its implementation at local level.

In *Austria*, interviews with ten experts were conducted, all of them were face-to-face. Experts represented the fields of administration and strategy (municipal departments), urban development and citizen involvement (neighbourhood centre, Local Agenda 21, planning office, project manager) as well as senior policy (seniors' representative of the City of Vienna).

In *Germany*, 12 expert interviews were performed. All interview partners were volunteers, e.g. members of the Senior Citizens Council, advisors for re-construction measures in private households or evaluators of the living conditions of residents of care-homes. With regard to the preferences of the interviewees, ten interviews were conducted by telephone. One expert interview was submitted in written form after prior briefing on the objectives and contents of the project. Two interviews were done face-to-face in the premises of the Senior Citizens Office in Hanau.

In *Italy*, twelve expert interviews were performed face-to-face or by email. They represented the realms of social policies, adult education, and mobility. The group of interviewees embraced four decision-makers from local authorities, two researchers, one social co-operative leader, two service providers for senior citizens, one publishing house president, one NGO president, and one national parliament member.

In *Lithuania*, eleven expert interviews were performed face-to-face and by telephone. The interviewed experts represented the following fields: administration (city sub-district officers, NGO Council secretary from Department of Social Services); education (U3A rector); public organisation (head of Seniors Council); civil society (community leaders); policy-making (local Council members).

In the *Netherlands*, eleven expert interviews were performed both by telephone and face-to-face. The interviewed experts represented the following fields: social gerontology, education, research, consumer interest platform, older people's interest organisation, infrastructure and environment, housing, transport, mobility, care and welfare sector. The interviewees were two pensioners, one volunteer, one staff member of an older people's organisation, a university professor, an advisor/consultant, a project manager from a knowledge centre, the chair of the board of a consumer organisation, a programme coordinator of an interest organisation, the promotor of an NGO/Action group and a coordinator of a regional care network.

The findings in the second part of this research report concerning the Mobility Scouts concept are thus derived from 57 expert interviews in total.

3. Results of desk research and interviews

3.1 Co-production of seniors in age-friendly environments

3.1.1 State of the art in research

As for the co-production of seniors regarding age-friendly environments hardly any scientific papers were found in *Austria*. However, one scientific paper deals with the issue ‘Gender-sensitive Governance in the field of Transportation and Mobility’ (Jauk, 2005) analysing the structures and culture of public involvement. Besides significant differences between men and women, research shows that senior citizens or migrants as experts of their living environment are hardly considered in co-production and civic participation processes.

Further, some applied research dealt with the issues of participative urban development, development of age-friendly environments and civic participation in planning. The handbook ‘Participation in the future’ (Oberösterreichische Zukunftsakademie, 2016) for example, describes the following five principles of a future-oriented participation culture:

- Participation at an early stage
- Low-threshold possibilities to participate
- Different methods and settings of participation
- Open, public and media-effective implementation of participation processes
- Dialogue-oriented implementation

Publications, such as ‘Handbook civic participation at national and regional level’ (Amt der Vorarlberger Landesregierung, 2010) as well as the Handbook ‘Participation – jointly developing the city’ (Magistratsabteilung 18 – Stadtentwicklung und Stadtplanung, 2012) provide some interesting methods and tools for implementing co-production and participation processes.

The concepts of voluntary commitment and civic engagement in general have been broadly covered in *German* research. Especially in recent publications, active participation and citizenry are considered crucial for municipalities and cities as well as for society as a whole. For example, Elisabeth Heite points out that the commitment of older people is an indispensable part of society (Heite, 2012). Nevertheless, the concept of co-production is still to be developed. In 2002, Hartmut Brocke emphasized that the low degree of recognition constrains or prevents the successful implementation of pilot projects in this field. Furthermore, he draws attention to the paradigm shift introduced by the concept of co-production, because it offers different forms of participation (Brocke, 2002 and 2003). A study issued by the Bertelsmann Foundation in 2015 entitled ‘Co-productions in Germany’ comes to similar results: The concept is not considered entirely new; but the term is rarely used in contrast to the Anglo-Saxon language area and, with the exception of health and social sciences, still widely unknown (Löffler et al, 2015).

In general, the challenges and problems of demographic change are clearly identified and a topic of discussion in research. The potentials of civic and volunteer engagement of older people are highlighted. The ‘unused potential’ of older people, as emphasized in different places, is

a result of the improved overall health situation of older people as well as the latest technical innovations and further developments, which offer various forms of participation and representation the population as a whole and older people in particular. Although co-production constitutes a concept, which has not yet been widely explored or tested within the scientific discourse, the advantages of a stronger involvement of citizens – including the older population – are emphasized. This especially applies to the area of accessibility and the concrete shaping of the living environment (Löffler et al., 2015).

In *Italy*, research on co-production is limited to very few academic centres. Paolo Venturi states that shared economy patterns require co-production in social services and participatory democracy must be bottom-up. New welfare policies need, in order to be credible, to be built on citizens' needs. The role of institutions is to provide the conditions through which citizens may be given voice to impact public decision-making processes (Venturi, 2014). Milan's Cariplo Foundation – one of the world's largest bank foundations – funds co-production welfare programmes.

In *Lithuania*, no research was found dealing specifically with age-friendly cities or environments. Several articles on public involvement in urban planning and strategic planning of sustainable development note that 'public contribution to urban planning and urban design processes in Lithuania is highly procedural and formalistic' and urge to 'learn from multiple and efficient examples in many foreign countries and creatively adopt them for the purposes of long-term optimization of Lithuanian urban planning system'. However, urban planning researchers also explain that 'the current territorial differentiation of the country is not favourable for a more consistent participation of the local population in the planning processes because the planned territorial units are either too big (counties, regions) or too small (private lots or small groups of lots)' (Cirtautas, 2011).

Sustainable urban mobility planning is quite a recent issue in Lithuania; SUMP guidelines were approved by the Ministry of Communication in March 2015. Although older persons are not distinguished separately, the universalisation of transportation systems is defined as transport infrastructure planning, design or restructuring in order to adapt it to all persons, regardless of their physical condition and needs. The questionnaire for the interview of experts also includes a question of the involvement of citizens in urban mobility planning. The experts are positive about the involvement of citizens and the most feasible forms of involvement seen by them are meetings, local action groups and using e-governance tools.

Older persons as a specific group were distinguished in the study on the attitude of older persons in rural areas towards the provision of public services. Five areas of public services were researched: transport, social services, family doctor accessibility, cultural activity, safety. Mobility/transportation services were rated the lowest (Kuliesis/Paraigiene, 2014).

The monograph on the participation of citizens in community safety assurance states that communities with the majority of older persons have less economic resources, weaker social power and are more vulnerable due to passive observation instead of active participation. Absence of deliberation skills also limits participation to gossiping instead of constructive dialogue and looking for solutions to the problem (Nikartas, 2014). The key word 'co-production' gener-

ated articles on involvement of citizens into the process of public services quality improvement. Although no specific distinction of older persons is made, the authors highlight three essential factors for the involvement of citizens in co-production: the clarity of the client's role, the ability to participate and motivation.

In the *Netherlands*, studies on co-production and co-creation of age-friendly environments involving older people were not found. Due to decentralization processes in the last decade 'participation' (civic, political, social) and 'participation-society' has become issues of studies, politics and public debate.

In a study on participation Movisie, Netherlands Centre for Social Development defined participation, explored what it is, who participates and in what ways and why participation of citizens should be promoted (Movisie, 2010). The study also presents examples of good practices, including examples of actively engaged older citizens and clients. A distinction is made between social participation, labour market participation, client-participation (care and social support) and policy participation. The Netherlands Institute for Social Research (SCP) produced studies and reports related to the issue of age-friendly environments: e.g. participation, accessibility of services and social-cultural living environment of older people.

The website www.age-friendlynederland.nl provides useful information and practical examples about the state of the art of the issue of 'age-friendly environments'. Research has resulted in a lot of knowledge about obstacles and solutions for making a city or neighbourhood more 'age-friendly and accessible'. But on a local scale, there are not many examples where older people were involved in the process as co-creator or co-producer.

Cammelbeeck (2013) asked 437 older people in one city to list and describe the obstacles they deal with when going outside. The outcome became the basis for the Design Principle Book (2013) which can be used by urban designers, local authorities and architects. Recently a thesis was presented on the relationship between health, walking and living environment, based on data from ELANE and SHARE (Astrid Schop-Etman, 2017). Other studies were found in which older people were being asked about their experiences, way of life or ideas (e.g. Korbee, S. and Koster, L. 2014), but no examples of older people who initiated and/or participated in the co-production or co-creation of a more accessible and friendlier living environment.

The mobility of older people is looked at from different perspectives, one of them traffic and transport. Older people use different types of transportation, car, bike and public transport, move in a wheelchair, may use a walking frame or a scoot mobile. National campaigns like 'Blijf Veilig Mobiel' inform older people about safe ways to travel and increase the awareness. (ANBO and Crow Utrecht, 2011). Stakeholders like the Fietsersbond (Cycling Union) or ROCOV (regional public transport) represent the interests of users and file complaints, take on research on traffic matters and initiate projects and activities for older people (like bicycle-training, information meetings).

Mobility in the house is a second way of considering the issue of mobility. A lot of research has been carried out focussing on the prevention of falling, including safety measures in the house and support services close at home. Housing desires of older people living at home, who may

need help in the future were reported in different 'housing-monitors' (e.g. by older people organisation ANBO, 2012). This has been a starting point for innovative projects involving older people, guided by trained 'woon-coaches' – mostly older volunteers – to start a conversation about housing-desires and dreams e.g. protected living, dementia-friendly housing and lasting a life time houses.

As for research results from *other countries*, Osborne and Strockosch developed a theory for understanding the co-production of public services. It combines the insights from both public administration and services management theory to produce a novel typology of co-production. This clarifies its role at the operational and strategic levels, as well as its potential for transformational change in public services. Understanding co-production in this way provides a basis through which to explore a whole range of dimensions of co-production that were previously undifferentiated (Osborne and Strockosch, 2013). Fledderus et al. point out, that the involvement of clients in the delivery of public services, is believed to foster trust. However, there is insufficient research on this topic to prove what is at present merely an assumption (Fledderus et al., 2013).

3.1.2 Issues of political discussions

In *Austria*, at national level two political strategies stress the importance of active citizenship and participation of older people in general. Firstly, the Austrian Health Targets (Bundesministerium für Gesundheit, 2015) include the overall aim 'to give older people the possibility to actively co-produce and co-create their living environment and to participate in decisions, which affect their living conditions, promotes their healthy aging'. However, no concrete measures and activities to achieve this target are mentioned. Measures focus mainly on promoting a cross-policy dialogue to find a joint strategy of active ageing and accessible housing. Secondly, the 'Bundesplan für Seniorinnen und Senioren' (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2013) recommend inter alia promoting the social and political participation of older people. The concrete recommendations include the reevaluation of the political participation of seniors' association, the inclusion of further target groups, such as older people with special needs, the motivation of older people to get involved in volunteering as well as the adequate framework for voluntary engagement. Again, older people as experts of their living environment are not explicitly mentioned.

From a co-production perspective, at regional level (Vienna) a shift from 'doing for' to 'doing with' can be observed. The municipality of Vienna established a service centre for civic participation functioning as information hub: On the one hand, feedback of citizens is forwarded to responsible departments of the municipality. On the other hand, the service centre informs on plans and initiatives in the field of urban development. Thus, the centre functions as major interface between the municipality and the citizens of Vienna. Adding to this, the municipality (MA21 Urban Planning and Zoning, 2016) currently elaborates a Master Plan Participation. The aim is to improve the communication and cooperation of citizens, the municipality, politics and project initiators. Furthermore, the Plan includes the framework of citizens' involvement in

planning processes and defines main target groups to be considered: residents, professionals and future residents.

Already in 2007, the *German* government put forward, that the ‘commitment of older people is already indispensable today. This is not only true for the private sector, but also where government actions reach a limit or should not be put in place’ (Bundesministerium für Familie, Senioren, Frauen und Jugend, 2007). The importance given to innovative forms of involving active citizens is mirrored, among others, in the 7th Senior Report, issued in November 2016. The strengthening and broadening of the subsidiarity principle, according to which the larger social or governmental unit will only take action, regulate, control or assist if the smaller unit is not able to cope, is demanded. Help for self-help shall be the supreme principle of action of the superordinate authority (Deutscher Bundestag, 2016). On the local level various funding projects and initiatives can be found which have been strongly adapted to the specific needs of municipalities and counties and their citizens. A German specificity that favours the involvement of seniors at municipality level is the relatively common institution of Senior Citizens Councils (for details see chapter 3.1.3).

In summary, civic and voluntary commitments are recognized at all political levels in Germany. The challenges of demographic change - including the necessity for an age-friendly design of public spaces and the environments - are mirrored in a variety of political programmes and measures. The concept of co-production has not penetrated all political discourses but has been gaining more and more importance, particularly in the last few years.

In *Italy*, co-production as such is, for the time being, no issue of political discussions. The issues are rather addressed as ‘old-age-friendly policies’, ‘active ageing’, ‘active senior citizenship’, or ‘senior-friendly mobility’. They are discussed mostly from a local perspective, as decision-making is part of the competences of regional and local authorities. The new website of the national Ministry for Labour and Social Policies does not include issues of older people among its ‘themes and priorities’ (<http://www.lavoro.gov.it/temi-e-priorita/Pagine/default.aspx>).

Two Italian cities – Imperia and Udine - are recognised as age-friendly by the WHO as part of its ‘Global network of age-friendly cities and communities’ initiative. In Imperia, computer classes and acting classes as well as exercise classes and walking groups were established in 2016. Engagement in volunteer projects was fostered, so that older people can live this stage of life in a most active way. Udine committed itself to actions and activities to be included in a systematic and strategic policy aimed at promoting older people’s healthy ageing and at better meeting their needs. Taking the older age group as a priority area, different approaches were combined to raise awareness on demographic ageing. Among others, the distribution of seniors on the city territory was mapped and matched with the provision of public, health and social services offered to the community (such as general practitioners, post offices, free time opportunities, care centres, chemist’s, bus stops, etc.), by designing the ‘health maps’ of the urban environment. Further, in Udine the ‘Vancouver Protocol’ was pioneered, which asked citizens, caregivers and services providers to evaluate characteristics of an age-friendly city in eight different domains and suggest improvements.

In *Lithuania*, two years ago the action plan for the promotion of participation and volunteering of older persons 2016–2020 was approved. The main supported areas of activities are the involvement into volunteering activities; consultation, motivation and strengthening self-esteem; development of generic competencies, social and civic competencies, and learning to learn among them (Ministry of Social Security and Labour, 2015). The recommendations of the Minister of the Interior to the Ministry of Education and Science on institutional long-term SR&ED (social, cultural fields) programmes state that a modern democratic society is the society of active members. Democracy cannot be implemented without public consultations and involvement of citizens into governing and decision-making processes. The minister urges to strengthen the research into the possibilities of increasing public participation in the management of public affairs and propose measures how to make public participation more active and more efficient (Ministry of Interior, 2016).

There are laws, formal structures and procedures for involving citizens (without distinguishing older persons as a specific group) in public decision-making; however, the implementation of formal actions depends on local authorities, sub-district offices and local communities. Representation and involvement of older persons is implemented through public bodies, such as recently established Public Commission Age-friendly City in Vilnius or Seniors Council in Kaunas. Nevertheless, the rate of civic engagement in Lithuania is very low: according to the survey on the trust in state and municipal institutions and service quality evaluation contracted by the Ministry of Interior, 83 % of population have not expressed their opinion on the solution of problems relevant to them (UAB RAIT, 2015). On the one hand, citizens are not using their rights of participation in decision-making, on the other hand local authorities do not show initiatives or develop attractive measures for involving them. There is no culture of early involvement in the design of services or decision-making and civic actions are taken in the form of complaints and petitions, i.e. reactive response to wrong decisions.

In the *Netherlands*, definitions, studies and reports about participation and debate about the Dutch so called ‘participation society’ are strongly related to the recent transition and decentralization process transferring responsibilities of the national government to local authorities resulting in the Social Support Act (Wmo) that came into force in 2015. The Social Support Act obliges local authorities to involve citizens and other stakeholders and offer the opportunity to participate in the development of social support policies. This is being done in several ways, including through ‘Social Support Councils’. In 2011, virtually all municipalities had such a Council or comparable body. In eight municipalities qualitative research carried out in 2012, showed a growing tendency for Social Support Councils to be given a purely advisory role at the expense of their advocacy role. This study and the experiences of Social Support Councils show that the advocacy for some target groups is better or much better than for others. The interests of people with physical disabilities, (vulnerable) older persons, informal carers and volunteers in particular seem to be adequately looked after in most municipalities (Social support in development, SCP, 2014).

Currently (2017) two trends in civic participation are being discussed in the Netherlands: self-reliant participation and policy-influencing participation. The first refers to forms of participation which mainly involve people doing something themselves, such as keeping their neigh-

bourhood clean or keeping a service or amenity running. The second is about exerting influence on the policy of a public or private body, for example by voting, lobbying or exercising the right to public consultation and participation in decision-making. Current government policy in the Netherlands is aimed particularly at promoting self-reliant civic participation. Policy-influencing civic participation is no longer high on the political agenda; ‘public consultation and participation in decision-making’ has long ceased to be a point of contention and has largely become no more than a procedure and there is little discussion of referenda and electoral systems (SCP, 2014).

By 2019 the Environment Act (Omgevingswet) will be implemented, which just like the Social Support Act is a decentralization process transferring responsibilities from national level to regional and local authorities. Local and regional authorities need to prepare for this new Act. By 2018 they must have developed their view on livability, accessibility of transport, mobility issues and services and implementation of policies in their region and in local communities. Supported by knowledge centres such as Platform31, CROW, ROCOV, organisations, companies and citizens are currently (2017) being invited by regional and local authorities to become involved in the process.

3.1.3 Innovative projects and initiatives

In order to foster the co-production process and involving older people in the design and implementation of measures towards an age-friendly environment, a variety of methods are being applied.

Guided tours or walks are a very common method to explore public space and to share experiences on-site. Usually, the guides prepare and organise the tours and lead the participants through defined areas (e.g. urban district, environment of a senior citizens’ centre, railway station).

In another type of co-production projects, older citizens take on responsibility for research on their living environments. There are different levels of user involvement, ranging from older people in advisory boards or older people as peer researchers to fully user-controlled or user-led research. In a user-controlled or user-led research process, the older citizens themselves decide on the research questions, the methods (e.g. interviews, focus groups, photo voice, community mapping, walking interviews) and carry out the research. The conclusions are then communicated to the relevant organisations and/or stakeholders. User-controlled or user-led research is an important issue in disability studies and in the context of social care.

Communication is clearly at the heart of all co-production processes. However, we think that co-production processes focussing explicitly on training and/or communication provisions could be highly relevant for the issue of age-friendly environments. In this kind of projects, older citizens or customers would pass on their perspectives and knowledge to stakeholders and/or organisations relevant in the context of age-friendly environments, such as transportation companies, municipalities, service providers, but also students of architecture, planning or design. Senior trainers are already a popular concept in fields such as volunteering, inter-generational projects or cultural education.

Adding to this, older persons support organisations and municipalities systematically in the design and production of services or provisions. They function as contact persons for older customers or citizens and collect their feedback, help to develop publications, plan projects or train other older citizens. Last, but not least, there are direct interventions by older citizens or customers to shape an age-friendly environment. Examples for this type of co-production process can be urban gardening initiatives to improve the quality of public space as well as events (e.g. conferences, exhibitions) dedicated to the issue of age-friendly environments.

A number of project examples highlight the state of the implicit or explicit implementation of the concept of co-production. With view to their contents, they can be categorised in developing senior-political measures, fostering social participation and improving the mobility of seniors.

1. Developing senior-political measures

Co-production projects and initiatives in which seniors have a direct influence on senior-political measures include the following examples:

Seniorenbeiräte (Senior Citizens Councils) in German municipalities	
Activities	Senior Citizens Councils are advisory bodies at local, regional or national level in order to represent the interests of the older generation or special groups of older people in the political process. In general, the Councils are responsible for cross-generational and health issues and heard before a decision of the municipal council, district council, or state parliament. The Councils are often given the right to participate in the committees of the relevant council meeting, including the right to vote. Senior Counsellors also function as initiators for projects or initiatives or are at least involved in them; they are considered the most important partners and driving forces by both practitioners and political decision-makers.
Source	https://de.wikipedia.org/wiki/Seniorenrat

Roma ascolta Roma (Rome listens to Rome)	
Activities	This measure was taken by the government of the City of Rome. A bottom-up listening exercise was launched in 2017, including older citizens, to draw up the 'City Social Plan'. It intends to promote and support projects based on needs expressed by the citizens.
Source	http://newsgo.it/2017/01/sociale-raggi-baldassarre-presentano-progetto-roma-ascolta-roma/

ASP Bologna – the Bologna Social Policies Public Trust	
Activities	Created at the end of 2016, the CCSA, Comitato Consultivo dei Servizi per gli Anziani (Consultative Committee for Senior's Services), with 25 seniors and their relatives representing the city's main NGOs for the rights of senior citizens, became involved in the ASP decision-making processes.

Source	http://www.aspbologna.it/index.php/sostegno-agli-anziani/2182-definito-il-nuovo-regolamento-del-futuro-comitato-consultivo-servizi-anziani-di-asp
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Peer interviews in the project '65+'

Activities	The project '65+' aimed at strengthening the involvement of older citizens in the design of service provisions in two municipalities in the region of Vorarlberg (Austria). In order to find out about the perspectives, needs and wishes of seniors, a representative survey was carried out by older citizens at the beginning of the project. 60 older men and women were trained as peer interviewers and carried out 350 interviews in their communities.
Source	Interview with Dorothee Glöckle, October 2016

Contact visiting service in Vienna

Activities	A very successful initiative is the contact visiting service offered by the Wiener Sozialdienste. This service has been available for 40 years and addresses people 75+. Trained volunteers (mainly older people) visit people interested in this provision at home and pass on information on services and offers available. Furthermore, they collect information on the health situation, needs, interests and feedback on their living environment. The outreach service gets in touch with approx. 25% of the target group. All feedback is discussed with local stakeholders and authorities, such as the seniors' representatives and district leaders, in monthly meetings.
Source	Interview with Wiener Sozialdienste, E4

Agenda 21 group 'Begegnung im Freihausviertel' (Encountering in the Freihaus quarter)

Activities	The agenda group is located in the fourth district in Vienna. It is mainly composed of older citizens interested in the quality of living in the district. The group initiated and carried out various events and projects, among others district walks to collect senior citizens' and children's views on the age-friendliness of the public space. The group has also initiated an urban garden project to improve the situation on a certain square. Depending on the project or initiative, the group cooperates with different stakeholders (e.g. interest groups, municipality, schools, the press or other media).
Source	Agendagruppe, 2012

Sub-district counsellor assistant's guide, issued by the Lithuanian Ministry of Interior

Activities	The practical guidebook for sub-district office assistants how to deal with the most relevant issues in the neighbourhood includes a special chapter that is dedicated to the involvement of residents in decision-making at local level.
Source	https://vrm.lrv.lt/uploads/vrm/documents/files/LT_versija/Veikla/Veiklos%20sritis/

	Vietos%20savivalda/Seniunaic io_zinynas_2015.pdf
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Ageing as foreign elements (Oud worden als import)	
Activities	Older people in the province of Overijssel, the region of the City of Zwolle, recently initiated co- research on the issue of ‘Ageing as foreign elements: how do you do it?’ What does it mean to grow old in a place that you moved to 20-30 years ago, but did not grow up? Most people feel at home and yet there is still this feeling of being a ‘foreign element’. How do older people experience this? What chances and limitations do they see? This research project is an example of older people taking the initiative and an experiment, i.e. older people doing research themselves. How does this work and what could older people, students and researchers gain and learn from it? The co-research project is supported by Denktank 60+ Noord and the University of Applied Sciences Windesheim, O & O-group (Older people & Education), 2016-2017.
Source	https://drimble.nl/bedrijf/haren/k52665879/stichting-denktank-60-noord.html

Older people set off with a camera to take photos of their environment	
Activities	Older people are invited to take photos in their villages. Their assignment: ‘Take 24 photos of situations that reflect living and being an inhabitant of your village’. The idea behind this project of UniekBO (older people organisation), in cooperation with NIZW/ Knowledge centre on social care, was to involve older people in the process of evaluating the quality of life and accessibility of services in some small villages in the province of Brabant. Photos were taken by 17 amateur-photographers to be displayed at the townhall. The photographers were interviewed individually and invited to the town hall for a group discussion exchanging their photos and views with other participants.
Source	The method VPM (Visual Prickle Method) has been described in articles and a handbook on livability and housing: ‘t Kempisch contact, 2002 in: Hoe wij senioren willen leven en wonen, Handleiding VPM, Sannen et. al., KBO/NIZW ,2002 Ik zie, ik zie, 2007.

2. Fostering social participation

Active ageing, social participation and mutual support among seniors were in the focus of other exemplary projects.

Socialmente (Socially – also in the meaning of socially minded)

Activities	From January 2016 until January 2019 the project with and for the senior citizens of Pistoia, in Tuscany, is fostering active ageing and their participation in decision-making in various sectors of the city's public life. Eight actions are being run: information; life at home; life outside home in the city; life outside home outside the city; memories; taking care of a public space; easy public mobility; summer holidays.
Source	https://www.comune.pistoia.it/media/All._1_progetto_socialmente.pdf

Talent Italy

Activities	The programme is run since 2014 by the Italian Ministry of Education, University and Research in co-operation with the EU-supported Active and Assisted Living (AAL) programme to improve autonomy and quality of life of older adults, with the focus on active ageing. A prize worth € 50,000.00 euro aimed to support innovative ideas, develop prototypes and business models. The prize intends to encourage innovative technological approaches, to meet the new market challenges and opportunities associated with aging. Proposals are to present a commercial solution, which improves connectivity between older adults, devices and technologies related to any aspect of their lives: home, social, work, study, transport or services. Innovations must involve older adults in the development and testing of the technology.
Source	https://www.talentitaly.it/la-sfida-sulla-open-education/la-sfida

Kindness to older persons campaign 'Let's have a cup of coffee'

Activities	From 27 November 2016 until 8 January 2017, cafes, restaurants and hotels in Vilnius offered a free cup of coffee or tea to older persons, in order to encourage them to go out and socialize. Originally, the free coffee/tea time was on Sunday mornings. Now, with the expansion of geography of catering service providers (56 cafes participated in the campaign in 2016) from the city centre to residential districts, the coffee is available also on Fridays and Mondays. Also the National Drama Theatre joined the campaign offering significant discounts on theatre tickets to older persons.
Source	http://www.vilnius.lt/index.php?1923824379

Silver line – a word to each

Activities	A free of charge befriending telephone conversation is offered by Silver line volunteers to lonely older persons once a week. After the launch in early 2016, there were 1150 conversations, 31.000 minutes of talking, 600 happy interlocutors, more than 100 registered volunteers. The project is run by the Marius Ciuzelis Charity Foundation.
Source	https://www.facebook.com/sidabrinelinija/

Prisiliesk (get in touch) campaign

Activities	The campaign was organised by the Marius Ciuzelis Charity Foundation on two days in January 2016 at the GO9 shopping centre. The aim of the campaign was to encourage younger people to talk to older persons. The older persons were waiting in the shopping centre café equipped with laptop, microphone and camera for a skype chat. On the ground floor was a stand with a heart in the middle; volunteers asked passers-by to touch it for a connection to an older person. After the touch, a skype conversation started, and the person was asked to come to the café. Those who decided to come had coffee and a chat with one or several older persons.
Source	https://www.facebook.com/pg/mcfondas/photos/?tab=album&album_id=953911551311859

Senioren-genossenschaften (Senior Cooperatives)

Activities	Senior co-operatives are a specific form of neighbourhood initiatives and based on the concept of 'Time Banking'. In senior cooperatives, which have existed since the early 1990ies, older people exchange support services between each other. Those who help other members in household chores or other tasks in daily life can choose to be paid in cash or, as an alternative, save the number of worked hours for receiving the same amount of support, which may be needed in future. The specific aim of senior cooperatives is to offer the members the opportunity to stay in their homes and environment until the end of their lives and restrict confinements to care homes to cases only, in which a very high level of care is needed.
Source	http://seniorengenossenschaft.info/startseite/

Mehrgenerationenhäuser (Multi-generational houses)

Activities	'Multi-generational houses', initiated by the German Ministry for Family, Seniors, Women and Youth, are open meeting places for members of different generations to meet, exchange and support each other. Since 2003, multi-generational houses combine the services of district, mothers or family centres, meeting places, child day-care centres and senior citizens' encountering locations in cross-generational offers. They are based on the desire to revive the coexistence and the mutual support of young and old. Often the reference point in this context is the cohabitation in large families, in which the everyday life of several generations is mastered together.
Source	https://www.mehrgenerationenhaeuser.de/

Vital communities	
Activities	<i>Vital Communities</i> (Vitale woongemeenschappen) is an experiment that aims to revive communities of older people. Vital communities search for effective approaches of community building and revitalization in residential settings by stimulating mutual contact and joint activities. Inhabitants and professionals from housing corporations and inhabitants-committees of ten selected older people community houses were trained in the method <i>Studio Bubble</i> (Studio Bruis). The <i>Studio Bubble</i> method is a form of community-building. The training challenges (older) participants to come into action and organize activities themselves. The participating professionals learn a different attitude and role: i. e. to acknowledge the strength, wishes and talents of the older inhabitants and to stimulate and support them to take the initiative: small scale activities, with people who live next door and/or have the same interests.
Source	www.activage.nl

National dissemination of community building approach Samenkracht80+ (Joint Strength80+)	
Activities	Samenkracht80+ (JointStrength 80+) is an example of care and welfare organisations, municipalities and older people working together. They acknowledge that the oldest generations are willing to contribute, but also need to be valued and facilitated to enable them to do so. SamenKracht80+ is based on experiences developed in the context of an Erasmus+ project, that was carried out by the older women's network Nederland (OVN-NL) from 2014-2016. An activating dialogue was at the heart of the project. Funded by the NutsOhra Fonds Samenkracht80+, this community building approach is now being disseminated on a national level (2016-2017). New local projects involving people 80+ are being implemented by means of training and coaching of local initiative groups. The Samenkracht80+ initiative group consists of a mix of older people, volunteers and professionals. This mix is essential for the project: everyone can contribute and learn from each other.
Source	www.samenkracht.nu

Engaging older people in 8 regional networks on improvement of care and wellbeing

Activities	<p><i>Nationaal Programma Ouderenzorg (NPO) - Beter Oud</i> aims at a coherent care provision that is better suited to the individual needs of older people. The national programme started in April 2008 and ran until 2016. The programme and the networks resulting from it involve many partners, such as the Ministry of Health, Wellbeing and Sport, Health care research (University medical and health care centres in 8 regions), network of older people's organisations, regional social care networks. The regional networks are strongly committed to increase the involvement and participation of older people in issues of health and social care, research projects, education, but also in the transition from the hospital to going home. CSO, a platform of older people organisations supports older people who are active in the regional networks by means of the project 'Strong Client perspective within NPO'. Their ambition is that older people and professionals create partnerships for cooperation on equal footing. The platform provides training, exchange meetings, a handbook and most of all the opportunity to learn from experiences of other older people. By learning how to bring their knowledge into the regional networks, to name priorities, develop, assess and monitor projects, older people themselves can help to improve care for older people.</p>
Source	<p>www.beteroud.nl</p>

Oldies campaign

Activities	<p>A non-profit association Senuciukai (Oldies) maintains regular contacts with social workers from various old people homes and collects requests on the necessary support for older persons. The support (e. g. knitting yarn, books, or music instruments) is collected through a Facebook account and delivered by volunteers to care institutions. A Christmas mail campaign was organised and photos and videos of care home residents reading the greetings were placed on Facebook. The latest campaigns were photo sessions by volunteer photographers with portraits placed on FB and the #yourplan2017 campaign urging the FB friends to choose a care home closest to your living place and start visiting a person in the care institution on a monthly basis.</p>
Source	<p>https://www.facebook.com/senuciukai/</p>

Walk Your Neighbourhood – Memory Friendly East Dunbartonshire, Scotland

Activities	PRESENT, a joint initiative of East Dunbartonshire Council, the local Dementia Network, the Joint Improvement Team and Governance International, aims at establishing a new type of collaboration between people living with dementia and public services in East Dunbartonshire, based on co-production approaches and values. One co-production initiative was the ‘Walk Your Neighbourhood’ event. People with dementia, town planners and members of the Dementia Network took part in a ‘Walk Your Neighbourhood’. The joint walk and discussions helped to understand what it is like to access the local area when living with dementia and to highlight areas for improvement. Council representatives in future regeneration projects and urban planning will consider the findings.
Source	Brown/Loeffler/Christie, 2016

3. Improving the mobility of older people

A special focus on co-production of seniors in mobility issues is found in following projects. They range from political advice via counselling offers for fellow seniors to direct interventions like running own busses in adding to the regular (insufficient) schedules of public transportation.

MAXimise Mobility Management Guide

Activities	The Travel Awareness Campaign Guide MaxTag offers a step-by step advice on designing one’s own successful Travel Awareness Campaign from the small scale in towns and villages to larger schemes in cities or regions. It includes a full A to Z guidance on planning, implementing and evaluating your own Travel Awareness Campaign and describes inspiring best practices of Travel Awareness Campaigns throughout Europe and the US.
Source	http://www.fgm.at/docs/Max_Brochure_EN.pdf

Seminar: ‘Older passengers: it’s all about communication’

Activities	During a two-day workshop, the participants discussed the dos and don'ts of communicating with older passengers. On the one hand, participants looked at what public transport companies can do to improve their service for older citizens. On the other hand, experience was exchanged on methods to change the mobility behaviour of older citizens and to make them adapt to existing transport provisions. The first day included presentations from experts and practical experiences from several European cities. On the second day a panel of senior citizens from the Austrian town of Salzburg told about their personal experiences with public transport. After this input, smaller groups discussed approaches for the training of bus drivers and the training of older passengers.
Source	http://www.aeneas-

Senior citizens' neighbourhood maps

Activities	The City of Munich decided to develop free neighbourhood maps for senior citizens in three districts. A co-operation was established with the Munich police and the Older People's Service Centre to offer workshops combining pedestrian safety training with a chance for senior citizens to give their input into the neighbourhood maps. Each workshop took place on two afternoons. The participants were provided with a draft version of the map to test it under real life conditions for one week. The maps were printed on a big scale and contained interesting places for older people. The participants should also have a look if places on the maps were really for their interest, if they were at the right place and if they knew any more that should be added to the map, if they liked the overall appearance and if they could handle the plan. One week later the comments and suggestions from the participants were collected. These comments directly influenced the city map and helped to improve it and to make it as useful as possible for the users.
Source	http://www.aeneas-project.eu/docs/Good_Practice_Implementation_Report.pdf , p. 77

'Mobipartner': Partners in Mobility

Activities	The Rhein-Main-Verkehrsverbund (transportation network for the German Rhein-Main region) offers trainings for older persons interested in becoming 'Mobipartners'. They support older customers in all fields relevant for transportation: purchasing tickets, reading time tables, using the online provisions of the company.
Source	https://www.rmv.de/de/Fahrgastinfos/Weitere_Infos/31182/RMV-MobiPartner.html

Bürgerbusse (Citizen buses)

Activities	Starting from North Rhine-Westphalia, where the concept was tested for the first time in the 1980s, so-called 'citizens bus' initiatives were meanwhile established in several German cities to close gaps in the public transport timetables in both spatial and temporal terms. Citizen buses are based on voluntary work and finance their services through travel fees, membership fees, donations and partially municipal subsidies. Buses run on a scheduled timetable. A contract is concluded between the carrier of the public transport, the licensed transport company and a citizen' bus association. The association provides the drivers, who work free of charge, and provides training for them.
Source	http://www.buergerbusse-in-deutschland.de/

Passenger advisory board – Wiener Linien (Public transport company in Vienna)	
Activities	The passenger advisory board was established in 2004 and is considered an appropriate and helpful institution ('voice of passengers'). 16 members meet five times a year and discuss issues such as passenger friendliness of timetable and services, news and future strategies. Members are selected due to different demographic characteristics: place of residence, age, gender, phase of life, usage behaviour, and mobility limitations.
Source	Jansen, 2012

3.2 The Mobility Scouts concept

3.2.1 Expert assessment of the conceptual approach

Basically, experts across countries consider the Mobility Scouts project positive, interesting, useful, or at least necessary. Some critical questions and remarks were made, too, about the aims and objectives of Mobility Scouts, which were not clear according to one expert, a strong focus on doing things and a lack of vision. The participatory approach is also welcomed by most of the interviewees. They stress its necessity but also mention potential challenges in its implementation.

In general, issues of an age-friendly environment, accessible transportation and mobility are seen as socially relevant topics. 'Public transport and mobility are very important issues, and all initiatives that aim to promote this issue and contribute to improvements in this field are welcome' (Urban planner, Austria). This is confirmed by another expert: 'The Mobility Scouts project is positive contribution, particularly for senior citizens' mobility, which for various reasons - political ones, dominant cultural approaches, inability to implement proper projects - has been not addressed in the past' (Local authority decision-maker, Italy).

Within the last few years, civic participation has become a commonplace element in many planning and (re-)designing projects run by local authorities in many countries under study. At present, a new trend towards 'self-reliant' participation is being observed. Public consultation and participation are no longer on the political agenda. The ongoing decentralization process and shift of responsibilities to local authorities urges them to find ways to involve (older) citizens: 'Laakse Lente' is a citizen's initiative of two inhabitants who opened their house/living room to other inhabitants. The Municipality, aldermen and civil servants welcomed this initiative with open arms and promoted this idea widely. This shows one is really looking for ways to involve older people. Community building is now being picked up everywhere' (University teacher, The Netherlands).

Nevertheless, there are also expert assessments that older people need support in lobbying: 'In the public space older people are lone fighters, as they lack of support and people, who defend their interest' (Volunteer manager, Austria). Another interview partner, representing the interests of seniors, confirms this approach and suggests to implement it through structured projects, responsible persons in charge and real solutions to current problems. 'Already today quite many local transportation companies have launched consultation processes and service charters, in which also older persons are involved, but senior citizens' mobility needs are not addressed specifically' (NGO president, Italy).

Some interview partners also stress the positive impacts on seniors themselves that may result from taking their opinions and contributions seriously. Besides a general increase of self-esteem, a shift towards taking initiatives can be hoped for: 'I like the project. Our older people are too inert. They do not believe that it is possible to change things with higher engagement. If they don't like the offer, they leave the place and go looking for something else instead of trying to improve it' (Head of U3A and Professor of Social Work at Vytautas Magnus University, Lithuania).

Older people, especially volunteers, in Germany point out that institutional or political decisions are often not age-friendly and do not correspond to the needs and desires of the customers or citizens. For this reason, most respondents welcome the idea that older citizens should be involved in the design of future projects, as long-term costs can be saved and re-designing measures become redundant. However, many of the interviewed persons suspect that volunteers will probably not be involved in larger, cost-intensive projects. Nevertheless, they are ready to contribute as they feel that the necessary improvements and adaptations will be discovered mainly by themselves as those concerned directly - not by outsiders.

Benefits for older people getting involved in a project like Mobility Scouts are seen in improving the accessibility of public institutions, the sensitisation of older people in general, and the management of age-related problems.

However, German seniors also hint to potential problems and necessary conditions for a successful implementation. Cooperation with political parties and established institutions (such as the Senior Citizens Council, neighbourhood initiatives or church communities) could be impeded by rivalries among each other. As if to confirm this suspicion, one expert expresses his reservation: 'We have already an active Senior Citizens Council. Citizens should not be overloaded by too many different groups' (Member of Senior Citizens Council, Germany).

Concerns are also expressed elsewhere, especially when it comes to measures that require funding: 'I don't really believe that a soft project like this can solve mobility problems. Most of the city parks are in poor condition, but the city can finance the reconstruction of not more 2-3 parks a year. We know about the existing problems but the solution requires funding. Of course, any activity that boosts the engagement of older persons is good. I wish you find many enthusiastic people.' (Head of City District Office, Lithuania)

Grass-root initiatives of seniors do exist in all countries under study. Nevertheless, the readiness of getting involved in co-production processes should not be taken for granted: 'It is quite an unusual idea for us. Our people are very self-centred. They don't look beyond the wall of their own apartment. It depends on the offer, some might get interested' (Head of senior initiative, Lithuania). Two members of the Senior Citizens' Council in Hanau share the concern, that difficulties may arise due to a lack of willingness and motivation of older citizens to actively get involved.

3.2.2 Working areas for Mobility Scouts

The positive impact of an age-friendly environment on the social participation of senior citizens is shared by the interviewed experts. As stated for the Netherlands, but also true for other countries, the concept of age-friendly environments has been embraced by many large cities, and activities are being labelled by policymakers as 'age-friendly'. Nevertheless, municipalities and small communities in the countryside are not familiar with the concept, nor is it well-known among ordinary citizens. Yet, especially in smaller cities, villages and rural areas poor accessibility and lack of services, for instance bus routes suddenly being discarded, are a big issue that hinders older and disabled citizens in taking part in society.

Nearly all experts report that filing complaints are available in their communities, but this often does not amount to much. Accessibility (offices or websites) is often poor and many older people do not have digital skills. A follow up let alone solutions are often lacking. As possibilities to file complaints and submit proposals for improvements are often not known or used by older people, low-threshold offers may turn out to be a more effective approach. Asked about their points of references, the seniors among German experts hinted to their Seniors Citizens Council. In the Netherlands, the trend of senior advisory bodies becoming part of a broad city council and citizens themselves controlling the budget at district level is considered 'a shift from participation-democracy to a do-democracy. A citizen, who takes the initiative, may get a stage. We are looking for new approaches; there is a tendency to more involvement of citizens' (Researcher, The Netherlands).

Various environmental conditions, which are important for the participation of older people in community life, are mentioned by the interviewees; they confirm and detail the results of the desk research from a more practical perspective. Across countries, they focus on accessibility, affordability and information on offers. In detail, they are characterised as follows:

- Accessible public and private places for e.g. shopping, medical treatment, cultural, leisure time and sports activities at affordable prices
- Comfortable seating options in public spaces, i.e. benches and picnic tables, but also chairs at stairway landings
- Public toilets, drinking possibilities, and the provision of shadow
- Information by legible and enlarged signs, clear symbols as well as optical and acoustic signals
- Safety features like the lighting of squares, streets and parks, longer green traffic lights respecting that seniors are slower in crossing the street, adequate paving of grounds and walkways, cleaning of walking paths during wintertime
- An age-friendly public transportation system by (1) nearby bus stations, (2) an improved cross-linkage of buses, (3) affordable tickets, e.g. by discounts for seniors, and (4) easy boarding of buses, e.g. by ramps or mechanical lowering systems, stopping closer to curbs and bus driver checking for people before closing the doors
- Affordable delivery services especially from pharmacies and shops to save expensive cab rides or bus tickets to faraway places
- Meeting, training and intergenerational activity offers in the neighbourhood of the residence, including premises for organising events
- Offers to work, volunteer and participate in the exchange of information and public decision-making processes¹
- Public policies' support and overcoming social and economic inequalities

¹ Importance must be given to the continuity of the offers: 'Too often older people have been involved and then abandoned. ... When they see that they may trust you, they are always very open to participation.' (Social policy-maker, Italy)

- Reduction of mental barriers to spend time in public, e.g. by ‘clashes of generations and cultures’, and awareness-raising of the other age groups on the importance that senior citizens take part in public decision-making

Mobility Scouts will be trained to contribute to the creation of age-friendly environments and services. As experts of their own lives they know best how services and public spaces should be designed and organised to meet their needs. Mobility Scouts, therefore, will take over the role of ‘agents of change’ and bring together older citizens and local authorities and service providers to cooperate in the development of age-friendly environments and services. The following working areas of Mobility Scouts were proposed by the experts²:

1. Identifying difficulties to access environments

As experts in their particular environments, older citizens have a trained eye for age-inappropriate spaces or offers. Problems are usually known and communicated among each other. In many cases, however, the seniors concerned do not forward problems to the competent authorities or have reservations to complain actively to institutions, and no problem-solving can arise without the prior knowledge.

A task for Mobility Scouts could thus be, to establish an inventory of problem areas, public buildings and senior-non-friendly offers. But they can also establish a direct and anonymous possibility to report problems for all citizens. They could act as intermediaries, collect problems and comments and forward them to the relevant institutions.

Another way to identify age-inappropriate spaces are district walks. In cooperation with district services or agenda offices Mobility Scouts could prepare and organise tours and lead participants through defined areas with a focus on the issue of age-friendly environments. District walks are described as appropriate methods to gather feedback of senior citizens, since they are pro-actively asked for their contributions.

2. Giving advice to decision-makers and initiating new projects

Mobility Scouts as experts in the field of age-friendly environments can vest their expertise in planning and (re-)designing processes. They can conduct focus groups, interviews or inspections of public spaces and forward their and other older people’s perspectives to planners and local authorities (e.g. municipal departments). One expert recommends that Mobility Scouts could take over the role of peer-trainers on various traffic-related issues (Head of a district mobility commission, Austria).

Community approaches and experiments like Joint Strength80+ and Vital Communities are being embraced by municipalities, housing corporations, the social care sector and environmental alliances on provincial and regional level in the Netherlands. Mobility Scouts could function as

² It must be noted that the question of potential projects of Mobility Scouts were not well received everywhere: ‘I choose not to name or suggest projects. Mobility Scouts should not work this way. They should engage others, stimulate participation and built communities that can come up with ideas. Not the other way around’ (Member of OVN-NL, The Netherlands).

experts in bringing together older people and professionals from different sectors interested in involving older people.

Mobility Scouts can also contribute to creating new projects for seniors combining for instance mobility and culture, like in historic city tours, or designing attractive day trips ('travelling without luggage'). Another concrete and urgent problem that Mobility Scouts could tackle is, according to experts, the bad acoustic in most meeting places, even at older people's organisations; hearing problems increase exponentially for people 55+. Discontinued bus routes are a big issue that Mobility Scouts could tackle involving older people, e.g. according to the example of 'Bürgerbusse' (citizens' busses).

3. Passing on information

Mobility Scouts can also take an active stance in the area of advertising. Some of the interviewed experts referred to the variety of already existing offers for older people who are not used to a satisfying extent, since they are unknown. For example, the City of Frankfurt a. M. initiated the project 'Frankfurt asks me'. Here, each person can highlight problem areas on a map. Competent authorities, service providers as well as private individuals can view the messages and react accordingly, which allows a fast and uncomplicated implementation. Mobility Scouts could actively promote existing offers and inform their fellow seniors about them. This seems particularly important for people who are new in town, since they have often not yet established social contacts.

With view to environmental protection issues, also the importance of support to senior cyclists is stressed; for them courses in E-bike cycling, possibly in cooperation with Cyclist Unions, and workshops on how to repair bikes should be organised, and the maintenance of bike lanes be ensured.

4. Raising awareness and conducting campaigns

All issues of an age-friendly environment are worthwhile to communicate. An 'instant ageing' event, for example, can be helpful to practise the ability for empathy and have a better understanding of daily challenges and obstacles older people face. The availability of toilets is a mundane example. Many shops or restaurants allow the use of their toilets only to customers. For this reason, many older people avoid the cities or do not participate in events, excursions, etc. By raising awareness among business owners, such problems could be solved and older people given the opportunity to participate in social life.

Facilities, which are particularly age-friendly and accessible for older people, could get an extra sign or an age-friendly award, so that the seniors can recognise them. At the same time, other shops and restaurants would be motivated for more responsiveness to senior citizens in their neighbourhood.

Further, participation in projects and activities during the yearly September European sustainable mobility week is highly recommended (<http://www.mobilityweek.eu>).

Besides suggestions for working realms, the experts provided examples for methods and tools that could be useful for the Mobility Scouts project, like the panel method to give older people

a voice, based on their needs. About ten years ago the visual incentive method (VPM) was developed, which was about involving older people, based on wishes and personal perspective. Nowadays this method is labelled 'cultural probes'. The visual incentive method does not just invite participants to discuss things, but also to do things. Art can play a role and technology can be of help (ten years ago there were just cameras, nowadays everybody uses a smart phone).

It was also mentioned that older people should not be considered a different group but an integral part of society. The aim of Mobility Scouts should be a living environment that functions for everybody and thus for older people as well. An intelligent mix of young and old should result in solid neighbourhoods where generations support and profit from each other. The example of the University Programme 'Innovating with older adults' involving Denktank60+ Noord, a group of critical older adults, shows that close collaboration with young students from the care sector is empowering, e.g. for older people bringing in their experiences about issues important to them into research and functioning as coaches for students.

3.2.3 Supporting conditions and institutional settings for Mobility Scouts

German experts stress the fact that one important prerequisite for the success is a stable health of the involved senior volunteers which cannot always be taken for granted. The sickness of a relevant person within the project can lead to the failure of the project. Therefore it is important to ensure that the Mobility Scouts do not overburden themselves; further, it is desirable that more than one person is in charge for specific tasks so that they can mutually represent each other in case of need.

Concerning supporting framework conditions for the work of Mobility Scouts, the responses of the interviewees can be broadly categorised as follows:

1. Logistical provisions

Experts pointed out that Mobility Scouts needed a workplace that allows to organise meetings and to offer consulting hours for citizens who want to contact Mobility Scouts about problems or project ideas. These rooms could be located in community centres, district offices, rooms of the U3A or day centres; locations in general with a low threshold for seniors. Further, the work of Mobility Scouts requires office equipment (such as computers, telephones and an internet access). Without these facilities, long-term projects will be very difficult to coordinate and implement.

2. Organisational support and training

According to the experts, a clear goal and a clear organisational structure are crucial factors; they must be defined from the very beginning. It is important, to inform already candidates for the work of Mobility Scouts about framework conditions like allowances, accident and third-party liability insurance and other aspects of the legal framework conditions (e.g. data protection).

Also, a continuous communication among Mobility Scouts must be ensured. The exchange of information, knowledge and expertise, as well as sharing methods and good practices are important supportive conditions according to experts. Specific training on digital applications (E-Mail, SMS, WhatsApp, Dropbox, etc.), internal workflows and work organisation should be offered, if needed. A clear division of working tasks between the individual Mobility Scouts - going along with an effective coordination - is very important. The same applies to information about partners and relevant stakeholders as well as regulations for cooperation.

A specific challenge results from the fact, that older people may only be available for a limited time and that they want to use this time meaningfully. This means that also working tasks are to be found that allow easy replacements of persons who will carry them out. Independently of each other many of the experts point out, that the Mobility Scouts may need continuous support by professionals in their internal work processes. Ideally, there would be a contact point, which takes over the coordination of Mobility Scouts, provides possibilities to meet, organises possibilities to exchange experience, offers training and further develops the approach and tries to involve more stakeholders. This contact point would also ensure a co-ordinated setting involving all actors at local level that is demanded by several experts.

3. Cooperation partners

Cooperation partners are an important resource in terms of staff, expertise, facilities or funding. The work of Mobility Scouts will become more effective and enhanced by cooperation with organisations that are well-known in the field of mobility, transportation or civic participation (e.g. mobility agency, district office, citizen service, agenda offices) or with service providers, companies or public bodies.

Cooperation with relevant lobby groups for seniors, such as trade unions in Italy, should also be considered. Dutch experts recommend to co-operate with existing 'movements' and projects that need a local community to succeed (e.g. development of life-course housing); further, regional platforms for transportation and mobility or small-scale local projects on street level could be interested in cooperation.

According to an Austrian manager of a neighbourhood centre, it would be helpful in terms of sustainability to cooperate with an organisation, which is able to support the Mobility Scouts even after the official end of the project, where Mobility Scouts could 'dock'. Dutch experts are more reserved: They point out that there is a tendency to organize around 'themes'. Temporary cooperation with alliances, movements and connection with networks and platforms offer better responses to this development. If Mobility Scouts decide to connect and work in an institutional setting, it should be temporary. Mobility Scouts can be part of a local structure, but their achievements should be disseminated on a national level, linked to a national expertise network and a website.

4. Support in public relations

The knowledge of the community about the Mobility Scouts project is also important, since it will be very difficult to generate resonance without attention or find and motivate participants. Effective public relations were perceived as decisive by many respondents. Due to the fact, that

older people often still do not use the Internet and only a small group of community members is reading regional or national newspapers, the local newspapers were seen as the most important media for public relations. This also includes publications by parishes. Older people's organisations may also play a role in the dissemination of developments regarding Mobility Scouts and communicate to a broad (older) public.

5. Conceptual support and acknowledgement

Conceptual support and the recognition of the Mobility Scouts' achievement by local authorities are mentioned as significant factors, which should be kept in mind to motivate the Mobility Scouts in the long run. Highly welcome would be an inclusion of the work of Mobility Scouts in municipal policies, a political mandate or at least an explicit ideational support by the mayor. The provision of rooms in municipality buildings would also demonstrate the important role that is given to the project by the local authorities. A designated contact person for the work of Mobility Scouts within the municipality is also considered crucial.

Mobility Scouts should be provided with examples of best practice to demonstrate that their attempts can lead to real results. Mental accompaniment must be given to Mobility Scouts in case of setbacks or delays. Without this professional guidance, experts fear that volunteers will sooner or later lose their interest in projects and abandon their activities.

6. Financial support

Some German experts highlight that financial support is another indispensable prerequisite for a successful work of volunteers. Expenses of the volunteers for their work must be reimbursed; otherwise, persons will be hardly motivated to take a voluntary activity. Financial support for public relations activities was also considered important.

3.2.4 Skills needed by Mobility Scouts

Some of the experts interviewed are very experienced in training (older) volunteers. They underline that training methods and approaches must meet the interests and needs of older people. Personal, social and professional competences are needed. This does not necessarily mean that all individual Mobility Scouts have to have the following skills, but they should be found in the team of Mobility Scouts.

Personal competences include:

- **Positive thinking:** According to some experts, for older people a shift 'from complaining to becoming active' is needed. Nevertheless, positive thinking is a prerequisite for creativity as well as motivation and the ability to motivate others.
- **Empathy:** Since the topic is highly relevant for the personal lives of people, empathy will help to choose the right approaches. Empathy and first-hand knowledge of problems will also contribute to the credibility of Mobility Scouts.

- Awareness and self-reflection: Desired are an open eye for diversity of ageing process, the ability to reflect on one's own skills and behaviour, a 'helicopter view' and the awareness of the social environment.
- Staying focused and taking initiative: As the ability to turn ideas into action is needed, self-confidence to take on new challenges and not to give up no matter how difficult the task will be, support the implementation process.

Social skills, as mentioned by experts, encompass:

- Communication skills: These are among others, eloquence, aspects on how to deal with difficult communication partners, and active listening. Mobility Scouts should have enough self-confidence to negotiate with representatives of local authorities at administrative and policy-making level.
- Conflict management: It was considered crucial to be able to deal with criticism in a constructive way and to do not take it personally.
- Advocacy skills: Feeling responsible for community issues and the cases of others, combined with a sense of purpose and assertiveness, will help to improve the situation.

Professional skills that are considered necessary include:

- Basics of planning: Mobility Scouts should be able to organise and understand the basics of urban planning, e.g. by reading maps and reports. They should also understand the competences and limitations of different players, e.g. municipal departments, planners, district offices, etc.
- Knowledge on different fields of transportation and mobility: Here experts could be involved in the training; an Italian expert suggests to invite traffic policemen.
- Knowledge on administrative structures and processes, especially in the context of urban planning: As a cooperation with local authorities and their institutions is needed, this knowledge can turn out to be crucial.
- Project management skills: Required are the ability to use one's resources and time and the ability for problem-solving; at technical level it does not only include to reach one's objectives by internal work division, but also to involve relevant stakeholders and to organise public events.
- ICT competences: Important is for example the knowledge how to write emails and SMS as well as to use computers, tablets and apps.
- Teamwork and networking competences: They include the appreciation and support of the team despite different points of view and the ability to relate to others in order to accomplish goals and tasks.
- Strategic skills: Mobility Scouts should have the ability to put issues on the agenda, to convince, enthuse and lobby.

An Italian expert points out that it would be desirable to attract senior volunteers with already existing knowledge and skills in the above-mentioned realms. For instance retired civil servants,

trade union officials, board members from NGOs etc. could be addressed. In addition to that, many experts agree that volunteers usually need a lot of individual coaching, supporting and empowerment depending on their individual knowledge and resources.

3.2.5 Relevant stakeholders and potential cooperation partners at the pilot locations

Across countries, the following relevant stakeholders and potential cooperation partners have been identified:

At municipal, regional or provincial level:

- Senior Citizens Councils
- Departments responsible for urban development and planning
- Departments responsible for environment and mobility
- Departments responsible for promoting active citizenship
- Departments responsible for issues of senior citizens
- Public transportation companies
- Public transportation council
- Agencies dealing with mobility and mobility coordinators
- Police
- Cultural institutions

At association level:

- Actors and initiatives for developing 'Caring Communities'
- Welfare organisations
- Seniors initiatives
- Neighbourhood initiatives
- Lobby groups dealing with mobility, e.g. Cyclist Unions
- Sports associations

Further relevant stakeholders and potential cooperation partners:

- Providers of residential or day care offers for seniors
- Housing corporations
- Politicians and political parties
- Parishes
- Developers and traders of assistive technology, apps etc.
- Other companies targeting at senior customers
- Foundations
- Schools

The selection of the most important stakeholders and cooperation partners depends upon local contexts and cooperation structures.

In Vienna, the Austrian pilot location and various stakeholders were identified at city level, including the mobility agency, public transportation companies, the representative of seniors of the City of Vienna, lobbying organisations and seniors' organisations, municipal departments responsible for urban development and planning and service providers for seniors. At district level, senior representatives are important contact persons for older people who know about potential issues and fields of activities of Mobility Scouts. Also lobbying organisations, projects and initiatives, e.g. AktivlotsInnen and get2gether, as well as senior groups and clubs play an important role. Institutions and organisations responsible to promote civic participation and urban development are, for example, neighbourhood centres and agenda 21 offices. Politicians at district level and the church should also be involved. Based on the research results, the setting of the Mobility Scouts project will cover the entire City of Vienna and not individual districts. Therefore, cooperation will be established with organisations that are active throughout Vienna (e.g. the mobility agency).

In the German pilot location Hanau, most respondents refer to the Senior Citizens Office as one of the most important cooperation partners, since it is embedded in an extensive network of public and private stakeholders; at the same time it initiates projects and provides professional support to them, e.g. premises for training courses. It closely cooperates with the Volunteers Agency, which is located in the same building, the 'VdK', one of the biggest national associations for seniors and people with disability, and the 'mobile Wohnberatung, Hanau' (mobile housing consultancy). Further, a cooperation with the Senior Citizens Council is considered obligatory. Like in other German towns, it is the hub of seniors' issues at political level, thus being in direct touch with local authorities and politicians. Each district is represented by two members of the Senior Citizens Council. Further potential cooperation partners are neighbourhood initiatives, some of them with a tremendous amount of members, politicians who may help to raise funds, parishes, 'People of Hanau', a local inclusion project, managers of retirement homes, local newspapers, and the public transportation company.

In Italy, local governments' decision-makers, local service providers, senior centres, NGOs defending the rights and interests of citizens, and individual senior citizens active in age-friendliness issues were mentioned as most important stakeholders by the experts. Two providers of services for seniors, two decision-makers in local authorities, the president of a publishing house, an NGO president, a mobility researcher and a member of the national parliament have already agreed to support the Mobility Scouts project. Facing this background, the plan is to implement the pilot activities in Rome's Municipality I and Municipality XII, in cooperation with both local authorities' offices. In Municipality I this will be the social affairs department and in Municipality XII the mobility and transportation department. All relevant stakeholders will be represented within the two pilot locations. The following ones will be specifically addressed to become involved in the pilot activities: the "Giorgio Perlasca" senior centre; the local branches of AUSER, Italy's largest senior citizens rights association; FIAB, the Italian bike friends federation; UISP, the umbrella NGO for sports for all; Co.Mo.Do for soft mobility and Kyoto Club's sustainable mobility working group; ATAC, Rome public transportation company. With two municipalities actively engaged in the project, this will allow to share the results with relevant departments of the Rome City Government and the Lazio Regional Gov-

ernment, as well as to put forth proposals for more age-friendly environments emerging during the piloting, to eventually replicate them in other municipalities of the city or region.

In Lithuania, the initial contact body is Kaunas Seniors Council (KSC) consisting of elected representatives from all city districts (12 in total), three local Council Members responsible for liaising with politicians and city administration, cultural affairs and contacts with national umbrella organisations and networks, and a secretary, who is a staff member of the municipal Social Care Department. KSC will be involved in finding potential Mobility Scouts in the city districts and will assist with the implementation of small project ideas in terms of support from the city administration and district offices. The Association of Kaunas Community Centres coordinates a wide network of local communities, most of which have groups of older persons. The Association secretary has first-hand information about the leaders and their relations with community members in the city districts and will advise about most communities to be approached. They will also be consulted regarding the most useful and most feasible project ideas. Kaunas University of Third Age and Sports University of Third Age also expressed interest in collaborating with Mobility Scouts. U3A Faculty of Law will cooperate in delivering the training and Sports U3A will collaborate in physical activity related initiatives. Other relevant stakeholders are district offices, libraries, municipal Department of Development Programmes and Investment, public transportation company, and wishfully – some SMEs, although no contacts have been established yet.

In the Netherlands the pilot location was identified at regional/provincial level. Whereas urban areas and big cities (e.g. Amsterdam, Utrecht, Rotterdam and Den Haag) are actively engaged into the issue of age-friendly environments, on a regional level, in mid-size and smaller cities the concept is unknown. Another argument is the Environment Act that comes into force in 2019, requiring local authorities and regions to develop a vision regarding the environment involving citizens in the process. The province Gelderland was identified as a potential stakeholder, because it recently initiated and coordinates the programme Living Environment Alliance (www.leefbaarheid.gelderland.nl). The Provincial Environment Programme offers inspiration, professional support, facilitating and stimulating organisations and citizens to take initiatives enhancing the life quality in their city, village or community. The municipality of Zutphen (small size town of 47.000 inhabitants) is another stakeholder for the Mobility Scouts pilot project. An urban renewal process in the historic inner city is being considered. A housing corporation (owner of houses rented by older people), 3 schools, a church, mosque and synagogue were identified as stakeholders in the district. The municipality wants to make use of the potential of older inhabitants and include them in the renewal process, but does not know how. Some older inhabitants want to come into action, but do not have the facilities and/or need support. The Mobility Scouts pilot project could bring different stakeholders together. Other stakeholders that could be involved are: cultural organisations, older people- and welfare organisations.

The degree of interest in participating in the Mobility Scouts project is assessed differently. The majority of experts confirms that the project approach is of high interest for all actors involved, and others believe that insisting in the importance of the topic will generate an agreement to take part. Some experts express their readiness to support the project. For example, they are

ready to support the development of methods and tools, publish information about the project on their websites, share knowledge and provide direct contacts to stakeholders, involve students, help in research and training measures, write articles, or get involved at local level.

A couple of experts are more reserved: 'I honestly cannot quantify the degree of potential interest: it seems to me that local authorities and local companies give higher priority to youth and families rather than to older citizens' (Head of a social cooperative, Italy). And even if interest is stated, there is no guarantee the support will be given: 'The challenge will be to turn their interest in words into interest in action' (Local authority decision-maker, Italy). Some experts doubt, that the project will be politically supported: 'Older persons are important before the elections. Now, as we are in the post-election period, the issue does not really seem very relevant' (Member of Local Council, Lithuania). In Germany, the personal and organisational benefits are assumed to be decisive for the commitment of stakeholders: 'Their interest will depend on the financial support or the reputation benefits, e. g. at what degree the project is apt as for advertising their own community' (Counsellor of care homes, Germany). Rivalry between organisations will lead to the failure of the project. It must be prevented by all means.

4. Conclusions and recommendations for the design of the training

The challenges and problems of demographic change are known and treated in both the academic and political discourses. The same applies to the concepts of civic engagement and voluntary activity, which are an indispensable part of social life in many areas. The concept of co-production is a rare term in the countries under study, although its implementation is already partially carried out in practice. Governments at all levels encourage people to take on responsibility for their living environment. The 'do democracy' is obviously on the rise. The Mobility Scout project contributes to bringing the concept of co-productions closer to the public. By involving older people in the co-design of their environments, the potential of older people based on concrete life experiences can be used more effectively.

A variety of projects illustrate, that senior citizens actively contribute to shaping their environment, e.g. by guided tours or walks to explore public space, by conducting research on their living environments, by sharing their knowledge with stakeholders in the context of age-friendly environments, by functioning as contact persons for older citizens and collecting their feedback, or by helping to develop publications, planning projects or training other older citizens.

Experts across countries consider the Mobility Scouts project positive, interesting, useful and necessary. Issues of an age-friendly environment, accessible transportation and mobility are seen as socially relevant topics. Within the last few years, civic participation has become a commonplace element in many planning and (re-)designing projects run by local authorities in many countries under study. Benefits for older people getting involved in a project like Mobility Scouts are seen in improving the accessibility of public institutions, the sensitisation of older people in general, and the management of age-related problems. Some interview partners also stress the positive impacts on seniors themselves that may result from taking their opinions and contributions seriously.

The concept of age-friendly environments is meanwhile often being proclaimed by large cities. Smaller communities, however, are not familiar with the concept, let alone ordinary citizens. Experts and especially older people can name long lists of requirements that need to be fulfilled in an age-friendly environment. A lot needs to be done; the major areas of work for Mobility Scouts are comprised as follows: (1) Identifying difficulties to access environments, (2) Giving advice to decision-makers and initiating new projects, (3) Passing on information, and (4) Raising awareness and conducting campaigns.

Supporting framework conditions for Mobility Scouts include: (1) Logistical provisions, e.g. rooms and office equipment, (2) Organisational support and training, (3) Cooperation partners, (4) Support in public relation, (5) Conceptual support and acknowledgement, and (6) Financial support.

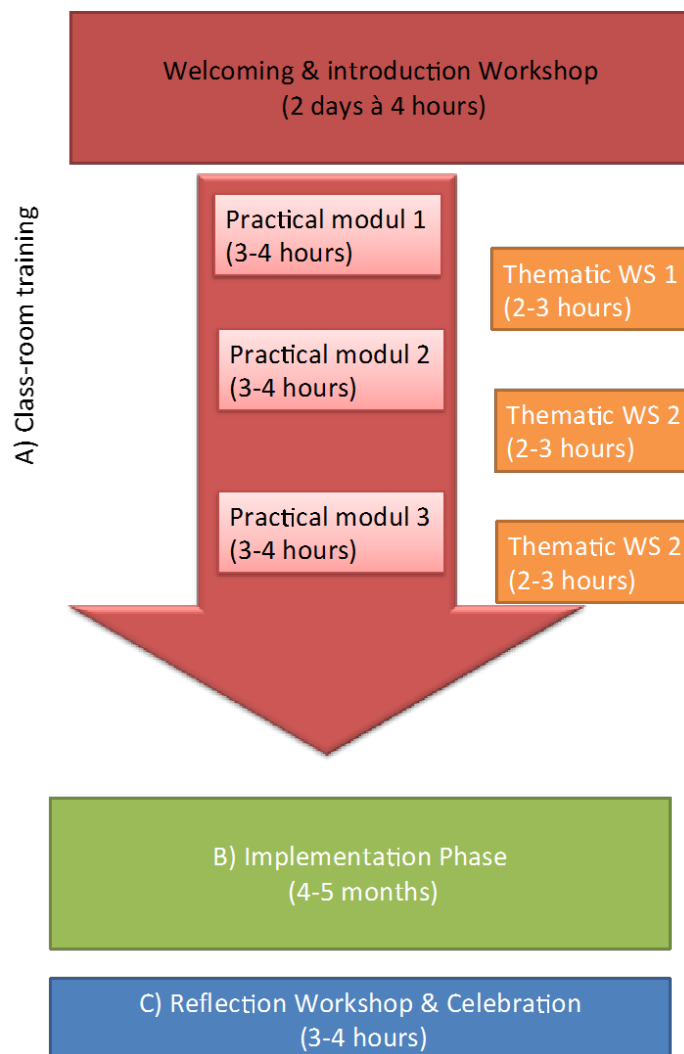
Mobility Scouts also need skills and competences, not necessarily each person but as a group. Personal skills like positive thinking, empathy, awareness and self-reflection, staying focussed and taking initiative will help to achieve the goals. Communication skills, conflict management

and advocacy techniques are also advantageous. Professional skills encompass the basics of planning, knowledge of different fields of transportation and mobility, knowledge of administrative structures and processes, especially in the context of urban planning, project management skills, ICT competences, teamwork and networking competences, as well as strategic skills.

A dense network of cooperation partners can be considered an important resource, as Mobility Scouts may be supported in what are necessary requirements for their work, as listed above. The particular composition of this network depends on the local context; thus it has to be established individually.

The focus of the training should be on the enhancement of the required skills and competences; this can also vary according to the local teams. Mobility Scouts must be involved in the training design as they will be involved in the shaping of their environments. Special attention must also be given to the 'recruitment' of Mobility Scouts, the identification of feasible areas for the implementation of projects, and investigation of potential work settings.

A first approach for the training structure could be as follows:



The learning phase should be aimed at building the team, understanding the Mobility Scouts concept and agreeing on the training structure. The learning activities can have the form of workshops basing on the knowledge and experience of the participants and relating what is being taught to what the learners will be doing.

For example, the classroom training could be divided in the following modules:

- **Welcome and introduction:** This first workshop introduces the participants to the Mobility Scouts training, especially to the background and the guiding principles of the concept. Furthermore, it focuses on the issues of active citizenship of older people and the creation of an age-friendly environment. At the end of this module, participants have an idea what active citizenship of older people means, how they could contribute to an age-friendly environment and why these are such important issues.
- **Thematic workshops:** Experts should be invited to inform training participants on relevant issues of planning and civic participation. Focussing on the local conditions, they could deal with responsibilities and structures in urban planning and (re-)designing processes of public spaces, transportation etc., with possibilities and methods of civic participation of (older) people, and with prerequisites and elements of accessible and age-friendly environments (public transport, public space, housing, etc.).
- **Practical modules:** They could be conducted in parallel and support the participants in developing their 'master pieces' of the training: their mobility projects. The training participants would learn about best practice examples in promoting active citizenship and age-friendly environments, basics of project management, and how to promote the project and involve relevant stakeholders.

In the implementation phase, the trained Mobility Scouts will conduct projects identified in the classroom training and with support of experts involved in the learning phase. Monthly meetings would be helpful for sharing information on the progress and receiving advice from peers.

The reflection phase will be used to evaluate the training, analyse the implemented projects and establishing a network for promoting the age-friendly city concept. The participants will also draw a sustainability plan. The recognition by a high ranked representative of the local authority is desirable.

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Annex

a) Template for the collation of sources in desk research

Findings for the state of the art concerning the active participation of seniors in the decision-making process about community issues and age-friendly environments at political level in ... (insert country name)			
Publication issued by	Issues of political discussions	Source	
Name of author and organisation		Media	URL etc.

Findings for the state of the art concerning the active participation of seniors in decisions about community issues and age-friendly environments at practical level in ... (insert country name)			
Publication issued by	Practical measures	Source	
Name of author and organisation		Media	URL etc.

Innovative projects concerning community issues and age-friendly environments in ... (insert country name)			
Publication issued by	Project description	Source	
Name of author and organisation		Media	URL etc.

b) Template for input of results of expert interviews

Working area of experts

E1: Klicken Sie hier, um Text einzugeben. *(Click here to enter text)*

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

Function of experts

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

1. Which environmental conditions are important for older people to actively participate in community life?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.
E5: Klicken Sie hier, um Text einzugeben.
E6: Klicken Sie hier, um Text einzugeben.
E7: Klicken Sie hier, um Text einzugeben.
E8: Klicken Sie hier, um Text einzugeben.
E9: Klicken Sie hier, um Text einzugeben.
E10: Klicken Sie hier, um Text einzugeben.
E11: Klicken Sie hier, um Text einzugeben.
E12: Klicken Sie hier, um Text einzugeben.

2. If not yet answered: What should be done to make public areas more accessible and more age-friendly?

E1: Klicken Sie hier, um Text einzugeben.
E2: Klicken Sie hier, um Text einzugeben.
E3: Klicken Sie hier, um Text einzugeben.
E4: Klicken Sie hier, um Text einzugeben.
E5: Klicken Sie hier, um Text einzugeben.
E6: Klicken Sie hier, um Text einzugeben.
E7: Klicken Sie hier, um Text einzugeben.
E8: Klicken Sie hier, um Text einzugeben.
E9: Klicken Sie hier, um Text einzugeben.
E10: Klicken Sie hier, um Text einzugeben.
E11: Klicken Sie hier, um Text einzugeben.
E12: Klicken Sie hier, um Text einzugeben.

3. Are there any possibilities in this city, in other cities and/or regions you know of, for older people to file complaints about hard-to-access services, public spaces, buildings or businesses, forward ideas for improvements, participate in consumer organisations or (senior) advisory boards?

E1: Klicken Sie hier, um Text einzugeben.
E2: Klicken Sie hier, um Text einzugeben.
E3: Klicken Sie hier, um Text einzugeben.
E4: Klicken Sie hier, um Text einzugeben.
E5: Klicken Sie hier, um Text einzugeben.
E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

4. Do you know initiatives, projects or institutions in this city, in other cities or on a regional level you know of, which involve older people as experts of their living environment? How are these activities organized?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

5. The idea of the project 'Mobility Scouts' is to enable older people to initiate co-production processes and - together with older men and women as well as with local authorities and companies - assess and improve the age-friendliness of public spaces, services and information. How do you consider such a project for his city, other cities or regions?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

6. We are going to train older men and women to function as Mobility Scouts: Which skills and competences do they need to initiate co-production processes and involve other older men and women, local authorities and companies?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

7. Which kind of projects could be initiated by the 'Mobility Scouts'? Do you have a concrete idea that could be implemented in your living environment, in cooperation with your and/or other organisations?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

8. If the expert is an older man or woman, who might be interested in becoming active as Mobility Scout: Do you have a concrete idea, which you would like to realize?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

9. Which kind of support do Mobility Scouts need from your point of view?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

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E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

10. Which kind of institutional setting would make the work of 'Mobility Scouts' effective?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

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E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

11. As we mentioned before, we would like to actively involve local authorities and companies in our project. How do you consider the interest of relevant stakeholders in the issue? Why is the issue important – or not important – to them?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

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E6: Klicken Sie hier, um Text einzugeben.

E7: Klicken Sie hier, um Text einzugeben.

E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

12. If not clarified before the interview: Do you know relevant stakeholders, existing groups or older men and women that might be interested in getting involved in the project?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

E5: Klicken Sie hier, um Text einzugeben.

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E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

13. Are you interested in supporting the project and becoming active as Mobility Scout / stakeholder supporting Mobility Scouts?

E1: Klicken Sie hier, um Text einzugeben.

E2: Klicken Sie hier, um Text einzugeben.

E3: Klicken Sie hier, um Text einzugeben.

E4: Klicken Sie hier, um Text einzugeben.

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E8: Klicken Sie hier, um Text einzugeben.

E9: Klicken Sie hier, um Text einzugeben.

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.