

MOBILITY SCOUTS

Engaging older people in creating an age-friendly environment



Report on research in Austria

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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, that means 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 be heard, their experiences be acknowledged and their skills 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 empower them to contribute to the creation of age-friendly environments and services as co-producers. 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 aims at collating the state-of-the-art in the co-production of seniors concerning the age-friendliness of their environment. Thus 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; lifelong learning opportunities)
- Initiatives promoting empowerment and engagement of older people in the community (e.g. projects/initiatives valuing the intellectual capital and experience of 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 newly gained knowledge, conclusions will be derived for the design of the training package.

The research phase was also to be used for getting in contact with older men and women interested in getting active 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 points of contact for complaints, seniors' offices, mobility agencies).

This report summarizes the results from the different research methods for the mentioned topics under study. Following the description of the methodology, the results of desk research as well as interviews with experts and older citizens will be presented. Finally, conclusions for the design of the training package are derived.

2. Methodology

2.1 Design of research tools

In order to reach the aforementioned aims, desk research was performed for a general overview; specific topics were investigated via 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 guided the elaboration of research tasks:

1. Desk research

- What is state of the art concerning the active participation of seniors in decision-making processes 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

2. Expert interviews

- 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 age-friendlier?
- 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 organizations or (senior) advisory boards ?
- Do you know initiatives, projects or institutions in this city, in other cities or at a regional level you know of, which involve older people as experts of their living environment? How are these activities organized?
- 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 and/or other organizations?
- 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 Annexes 1 and 2).

In Austria the following procedures were applied:

The desk research was conducted mainly by the analysis of available reports and internet using the following key words in different combinations:

- for the research in Austria:

- Bürgerbeteiligung (ältere Menschen)
- Ko-Produktion (ältere Menschen)
- Partizipation
- Mitgestaltung altersgerechte Lebenswelt

- for the research of best practice examples at European level:

- Co-production (with older people/elderly people)
- Participation of older people
- Age-friendly environment

The most relevant reports found were those commissioned by the Federal Ministry of Social Affairs, such as the National Plan for Seniors (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2013) and the Austrian Health Targets (Bundesministerium für Gesundheit, 2015) as well as some publications dealing with the issue of participation at regional level (Oberösterreichische Zukunftsakademie, 2016; Magistratsabteilung 18, 2012). Apart from political strategies and handbooks, a doctoral thesis on success factors of participation of customers of public transport (Holger Jansen, 2012) has been studied. Furthermore, a scientific article on gender-sensitive governance in the field of transportation and mobility has been reviewed (Jauk, 2005).

Interviews with nine experts were conducted, all of them were face-to-face-interviews. Experts from several fields were interviewed: administration & strategy (municipal departments), urban development and citizen involvement (neighbourhood center, Local Agenda 21, planning office, project manager), seniors' policy (seniors' representative of the City of Vienna).

The results of the desk research and expert interviews were documented in forms and then analysed and summarized in this report.

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

With regard to the co-production of seniors regarding age-friendly environments hardly any scientific papers have been found in Austria. However, one scientific paper deals with the issue “Gender-sensitive Governance in the field of Transportation and Mobility” (Jauk, 2005). Within an international project, the structures and culture of public involvement in Austria has been analysed. Besides significant differences between men and women, the analysis shows that senior citizens or migrants as experts of their living environment are hardly considered in co-production and civic participation processes.

Furthermore, we found some interesting applied and practical research dealing 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, deals with trends and developments in the field of civic participation and co-production and 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. Some relevant information has been considered in chapter 4.

3.1.2 Issues of political discussions

At **national level** there are two strategies and policies, which generally stress the importance of active citizenship and participation of older people:

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

Based on the analysis of the health and living situation of older people in Austria, in the “Bundesplan für Seniorinnen und Senioren” (Bundesministerium für Arbeit, Soziales und Konsumentenschutz, 2013) experts recommend inter alia promoting the social and political participation of older people. The concrete recommendations include

- a) the revaluation of the political participation of seniors' association
- b) the inclusion of further target groups, such as older people with special needs
- c) 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 co-production perspective, at **regional level** (Vienna) a shift from “doing to” to “doing with” can be observed: The municipality of Vienna established a service center for civic participation. The service center acts as information hub: On the one hand feedback of citizens is forwarded to responsible departments of the municipality. On the other hand the service center informs on plans and initiatives in the field of urban development. Therefore, the service center for civic participation functions as major interface between the municipality and the citizens of Vienna.

Currently, the municipality (MA21 Urban Planning and Zoning, 2016) 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 involved and future residents.

3.1.3 Innovative projects and initiatives from Austria and other EU countries

The following gives an **overview of different types of participatory projects and initiatives** in the field of age-friendly environments in Austria and in other European countries. We tried to categorize the best practice examples and describe possible fields of action of Mobility Scouts that are very likely to overlap and be combined in reality:

GUIDE & EXPLORE

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 the Mobility Scouts project, the tours would be coordinated and planned by the Mobility Scouts and led by older people themselves. They would focus on issues that are relevant to them regarding the issue of age-friendly environments (e.g. accessibility of transportation, user-friendliness of recreational facilities such as parks). The participants could include staff members of municipalities or service providers, planners and designers.

Example:

Walk Your Neighbourhood – Memory Friendly East Dunbartonshire, Scotland

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.

Within the project „PRESENT“ 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. (Brown/Loeffler/Christie, 2016)

RESEARCH & TELL

In this 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.

Examples:

Peer-interviews in den project “65+“

The project “65+“ aimed at strengthen 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 older citizens' perspectives, needs and wishes, a representative survey was carried out at the beginning of the project. The survey was carried out by older citizens themselves. 60 older men and women were trained as peer interviewers and carried out 350 interviews in their communities. (Interview with Dorothee Glöckle, October 2016)

Contact visiting service in Vienna

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 visitors (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 contact 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. (Wiener Sozialdienste, E4)

TRAIN & COMMUNICATE

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.

Examples:

“Older passengers: it’s all about communication”: Training seminar

During this 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. (Raby/Fiedler, 2011, 118ff)

CO-DESIGN & SUPPORT

In this type of co-production process, older persons **support organisations/municipalities systematically in the design and production of services or provisions**. They could e.g. function as contact persons for older customers or citizens and collect their feedback, support the organisation/municipality in developing publications, be co-designers in design/planning projects or train other older citizens/customers. The support or co-design would be coordinated by the Mobility Scouts.

Examples:

Senior citizens' neighbourhood maps

The City of Munich decided to develop free neighbourhood maps for senior citizens in three districts. A cooperation was built up and Green City worked with the Munich police, the Older People's Service Centre and the city of Munich 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 over two afternoons. A draft version of the neighbourhood map was shown to participants and the group went on a short walk to practise using it. Each participant got a copy 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. Also if they liked the overall appearance and 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 make it as useful as possible for the users. (Raby/Fiedler, 2011, 77)

"Mobipartner": Partners in Mobility

The Rhein-Main-Verkehrsverbund (transportation network for the German Rhein-Main region) offers trainings for older persons interested in becoming "Mobipartners". As Mobipartners they support older customers in all fields relevant for transportation: purchasing tickets, reading time tables, using the online provisions of the company. (Rhein-Main-Verkehrsverbund)

Passenger advisory board – Wiener Linien (Public transport company in Vienna)

The passenger advisory board has been established in 2004 and is seen as 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, mobility limitations. (Jansen, 2012)

INITIATE & ACT

In this category we summarize **other types of interventions** by older citizens/customers to shape age-friendly environments. Examples for co-production processes could 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 or demonstrations and other

forms of activism – organised by older citizens/customers together with relevant stakeholders (e.h. municipality, community centre, transportation companies, service providers).

Examples:

Agenda 21 group “Begegnung im Freihausviertel”

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 them district walks to collect senior citizens' and children's views on the age-friendliness (age as young / old age) of the public space. The group has also initiated a 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, media). (Agendagruppe, 2012)

Take-a Seat initiative

In Age-friendly Manchester, the Take-a-Seat initiative in Old Moat works on the simple idea of ‘borrowing’ a chair to sit on. Shops in the local neighbourhood commit to providing passers-by with a place to sit in their premises in the absence of enough public benches along the street. A shop signs up to the local Age-friendly Charter, and puts a sticker in the shop window that signals you are welcome to come in and take a seat if you’re in need of a rest – with no obligation to buy anything. (Take a Seat initiative)

3.2 The Mobility Scouts concept

3.2.1 Expert assessment of the conceptual approach

Basically, experts emphasise the high relevance of the Mobility Scouts project and the participatory approach. Issues, such as age-friendly environment, accessible transportation and mobility are seen as socially very 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.”* (E1)

Furthermore, a project such as Mobility Scouts gives a voice to a group with no lobby: *“In the public space older people are lone fighter, as they lack of support and people, who defend their interest.”* (E4)

Local authorities (e.g. the municipal department 19, mobility commission of the district office 2) especially appreciate the participatory approach of the project. Within the last few years civic participation has become a commonplace element in many planning and (re-)designing projects. Therefore, local authorities are interested in innovative ways to involve residents.

Although there seem to be various possibilities to file complaints, such as the citizen service with offices in all districts, the district offices, light telephone of the City of Vienna (responsible for public lightning, traffic lightning, etc.), complaints management and

passengers advisory board of the Wiener Linien (public transportation in Vienna), most services are not known or accepted by older people. „*It makes sense to think about low-threshold ways of informing people about these services.*“ (E1)

In order to make public areas in Vienna more accessible, experts recommend

- improving the accessibility of semi-public and private places (e.g. shops, leisure time activities)
- providing an age-friendly environment, including comfortable seating options, public toilets, drinking possibilities and shadowing
- creating public spaces without any social compulsion to consume
- creating a city of short distances
- promoting the clearance phase (traffic lights)
- encouraging older people to take their places in public spaces: Some experts report about *“clashes of generations and cultures”* (E4) and observe that older people do not have a lobby and representatives defending their interests.

3.2.2 Working areas for Mobility Scouts

Mobility Scouts are trained to contribute to the creation of age-friendly environments and services. As experts of their own life 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.

From our interview partners' points of view, Mobility Scouts could become active in the following fields:

- **Consultation:** Mobility Scouts trained as experts in the field of age-friendly environments could bring in their expertise in planning and (re-)designing projects. They could conduct focus groups, interviews or inspections of public spaces and forward their and other older peoples' perspectives to planners and local authorities (e.g. municipal departments).
- **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: „*Seniors usually are not the ones who drop in and file complaints, you have to pro-actively ask them for their feedback.*“ (E1)

- **Campaigns & events:** Experts recommended to encourage Mobility Scouts to raise awareness for the issue of age-friendly environment. *“To involve a lot of people, you have to be out in the streets”*. (E2) An “instant ageing” event, for example, could be helpful to practice the ability for empathy and have a better understanding of daily challenges and obstacles older people face. Furthermore, cross-generational initiatives support the exchange between younger and older people and improve the mutual understanding.
- **Representative function:** Mobility Scouts could also take over the role as representatives or ombudsman/women for older people. Possible institutional settings are public transportation companies (e.g. Wiener Linien), district offices or citizen service. *„It makes sense to think about low-threshold ways of informing people about these services. However, on the other hand it is up to the people themselves to request information.”* (E1)
- **Trainings:** One experts (E10) recommends that Mobility Scouts could take over the role of peer-trainers on various traffic-related issues.

3.2.3 Supporting conditions and institutional settings for Mobility Scouts

Within the project, project partners support Mobility Scouts in becoming experts in the field of age-friendly environment, developing “projects”, involving target groups and getting in contact with relevant stakeholders.

Based on their experience in the guidance from volunteers, interview partners identify the following supporting conditions:

- 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.
- A contact point, which
 - takes over the coordination of Mobility Scouts
 - provides possibilities to meet
 - organises possibilities to exchange experience
 - trains more Mobility Scouts
 - further develops the approach and tries to involve more stakeholders

3.2.4 Skills needed by Mobility Scouts

Some of experts interviewed are very experienced in training (older) volunteers. From their point of view training methods and approaches should meet the interests and needs of older people. When developing a training format for senior citizens it is important to consider that *“they do not learn for economic reasons and often they feel that their time is limited. So they do not want to waste their time”*. (E4)

The training could focus on the following competences:

- basics of planning (including competences and limitations of different players, e.g. municipal departments, planners, district offices, etc.)
- different fields of transportation and mobility and respective contact persons (perhaps experts could be involved in the training)
- project management: How to organise an event? How to involve relevant stakeholders?
- communication: How to deal with difficult communication partners? Active listening.
- digital knowledge (e.g. WhatsApp, SMS)
- positive thinking (“from complaining to becoming active”)
- good ability to judge (e.g. relevance of suggestions)

Furthermore, experts agree that volunteers 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

In Vienna the following relevant stakeholders and potential cooperation partners have been identified:

At city level

- Mobility agency
- Senior representative of Vienna
- Lobbying organisations, such as walk-space
- Municipal departments responsible for urban development and planning (e.g. MA19)
- Wohnpartner
- Seniors' organisations
- Public transport companies (e.g. Wiener Linien)
- Municipal and other providers of senior residencies and/or day care

At district level

- Seniors representatives in the districts of Vienna: They are important contact persons for older people. Furthermore, they know about possible issues and fields of activities of Mobility Scouts.
- Mobility coordinators at district level
- Lobbying organisations at district level, such as cycling officers in different districts
- Initiatives and projects involving the target group of older people and dealing with issues of active citizenship: e.g. AktivlotsInnen, get2gether
- Institutions and organisations responsible to promote civic participation and urban development, such as district service, neighbourhood centers and agenda 21 offices.
- Seniors groups & clubs
- Politicians at district level
- Church

4. Conclusions and recommendations for the design of the training

Setting & cooperation partners

Based on the research results and own considerations, queraum decided that the setting of the Mobility Scouts project will be the entire City of Vienna and not individual districts. Therefore, queraum will build up cooperation with organisations/institutions that are active throughout Vienna (e.g. mobility agency). The advantage of this approach is that Mobility Scouts will not be exclusively attached to chosen districts/neighbourhoods.

Training

The Mobility Scouts Training is the core element of the project. It is based on 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. The aim of the training is to equip them with specialized know-how and skills to become contact persons for the issue of age-friendly environments and providing a voice to those, who are not able or interested in speaking for themselves.

The training will consist of three parts:

- A) Class-room Training
- B) Implementation Phase
- C) Reflection Workshop and Celebration

A) Class-room Training

Taking the experts' feedback into account we suggest starting the class-room training with a

Welcome and Introduction Workshop (2 days à 4 hours):

The Welcome and Introduction Workshop introduces participants to the Mobility Scouts training, especially to the background and the guiding principles of the training concept. The overall aim of this workshop is to create a supportive working environment and allow for participants to get to know each other. The Welcome and Introduction Workshop includes ice-breaking activities as well as activities which encourage socialising and first discussions between the participants (e.g. gathering expectations).

Furthermore, it focuses on the issues of active citizenship of older people and 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. Participants are encouraged to

- reflect their views on active citizenship and age-friendly environments
- define possible roles as Mobility Scouts and
- discuss first ideas of mobility projects.

After the general Welcome and Introduction Workshop the class-room training could be divided into two parts:

1. **Thematic workshops:** Experts are invited to inform training participants on relevant issues of planning and civic participation. The contents are provided in short and interactive training units (3-4 thematic workshops à 2-3 hours). The thematic workshops could deal with the following issues:
 - **Structures & Players:** Responsibilities and structures regarding urban planning and (re-)designing processes of public spaces, transportation etc. in the city/region
 - **Participation & Engagement:** Possibilities and methods of civic participation of (older) people in the city/region
 - **Accessible & Age-friendly environments:** Prerequisites and elements of accessible and age-friendly environments (public transport, public space, housing, etc.)?
2. **Practical modules:** In parallel trainings participants are supported in developing and further developing the “master pieces” of the training: the participants’ mobility projects. In 3-4 modules (à 3-4 hours), training participants learn about
 - best practice examples in promoting active citizenship and age-friendly environments
 - basics of project management: From the idea to the implementation
 - promotion & communication: How to promote the project and involve relevant stakeholders

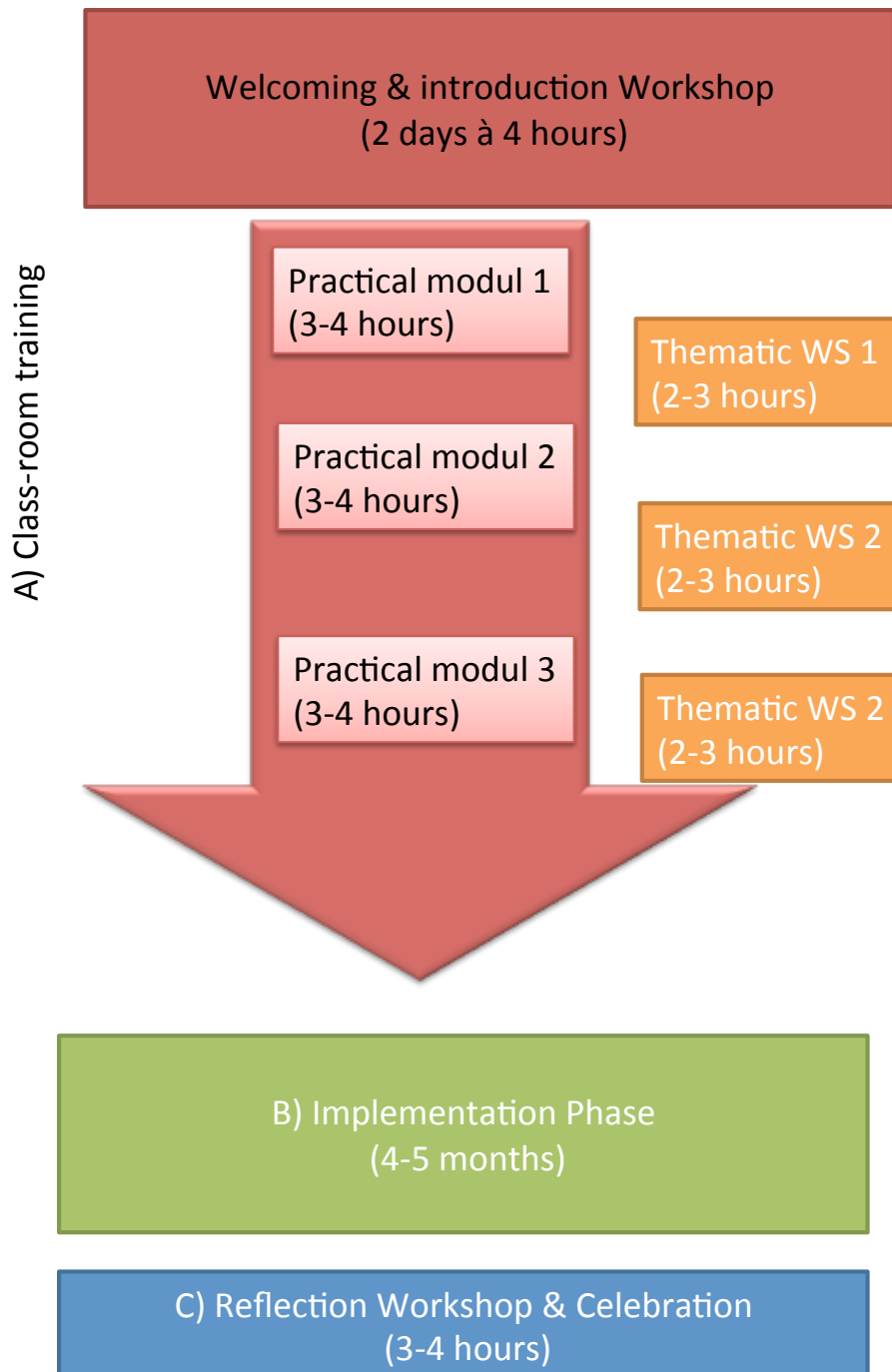
B) Implementation Phase (4–5 months)

In the implementation phase, participants receive individual support in further developing and implementing their mobility projects. Depending on their individual needs, trainers and project partners will provide support in communication matters, project management, networking and building up cooperation with external partners.

The project partners decide how to organise the implementation phase in detail. A voucher system and / or regular exchange meetings are possible.

C) Part 3: Reflection Workshop & Celebration (3-4 hours)

In a final meeting, participants, trainers and project partners reflect the entire training. Furthermore, the Mobility Scouts are thanked for their participation and commitment, their achievements are celebrated and plans for further steps are made.



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Annex 1: Results of desk research in Austria

a) Research

Findings for the state of the art concerning the co-production of seniors in age-friendly environments in research			
Publication issued by	Research results	Source	
Name of author and organisation		Media	URL etc.
Daniela Jauk: Gender-sensitive Governance in the field of Transportation and Mobility	Within an international project (2003-2005) the structures and culture of public involvement in Austria have been analysed. Besides significant differences between men and women, the analysis shows that senior citizens or migrants are hardly considered as experts of their living environment in co-production and civic participation processes.	Internet Article 2005	http://www.partizipation.at/892.html
Oberösterreichische Zukunftsakademie	<p>Trends and developments in the field of civic participation and co-production and describes the following five principles of a future-oriented participation culture:</p> <ul style="list-style-type: none"> • 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 	2016 Handbook	
Amt der Vorarlberger Landesregierung, Büro für Zukunftsfragen (Hrsg.), Arbter, Kerstin (2010): Handbuch Bürgerbeteiligung. Für Land und Gemeinden, Wien – Bregenz;	<ul style="list-style-type: none"> • Why citizens participation • Methods and tools • Best practice 	Handbook	

Magistratsabteilung 18 – Stadtentwicklung und Stadtplanung 2012	<p>Issues, such as:</p> <ul style="list-style-type: none"> • Basic terms of participation • Principles of participation processes • Tools and methods • A participation process step-by-step 	Handbook	
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b) Political discussions

Findings for political discussions concerning the co-production of seniors in age-friendly environments			
Publication issued by	Discussion issues	Source	
Name of author and organisation		Media	URL etc.
Bundesministerium für Gesundheit	<p>Health Targets: Health Target 1, Target 3: 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.</p> <p>Measures: -> 3.3.3 promoting a cross-policy dialogue to find a joint strategy of active ageing -> 3.3.4. age-friendly renovation of houses</p>	Report February 2015	www.gesundheitsziele-oesterreich.at
Bundesministerium für Arbeit, Soziales und Konsumentenschutz	<p>Altern und Zukunft. Bundesplan für Senioren und SeniorInnen 2013 Based on the analysis of the health and living situation of older people in Austria, experts recommend inter alia promoting the social and political participation of older people. However, the concrete recommendations include</p> <ul style="list-style-type: none"> d) the revaluation of the political participation of seniors' association e) the inclusion of further target groups, such as older people with special needs f) the motivation of older people to get involved in volunteering as well as adequate structures for voluntary engagement g) a guaranteed comprehensive documentation of the culture of participation in Austria 	Political Paper	https://www.sozialministerium.at/cms/site/attachments/7/0/7/CH3434/CMS1451919205078/soziale-themen_seniorinnen_bundesseniorinnen-plan_gesamt.pdf
Magistrat der Stadt Wien, MA 21 – Flächenwidmung und Stadtteilentwicklung	<p>Master Plan Participation The aims:</p>	Political Paper Draft	

	<ul style="list-style-type: none"> • improvement of communication and cooperation of citizens, the municipality, politics and project initiators • definition of the framework of citizens' involvement in planning processes and • definition of main target groups to be considered: residents, professionals involved and future residents 	version	
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c) Practical measures

Findings for practical measures concerning the co-production of seniors in age-friendly environments			
Publication issued by	Practical measures / best practice examples	Source	
Name of author and organisation		Media	URL etc.
Holger Jansen, Erfolgsfaktoren der Fahrgastbeteiligung im öffentlichen Verkehr, Doktorarbeit, Berlin 2012	<p>Jansen describes possibilities of passenger advisory boards in Austria, e.g. passenger advisory board of the Wiener Linien:</p> <p>It has been established in 2004 and is seen as an appropriate and helpful institution and functions as voice of passengers. Organisational issues: 5 meetings/year; 16 members (with different demographic characteristics: place of residence, age, gender, phase of life, usage behaviour, mobility limitation.</p>	Doctoral thesis	
Paula Brown, Elke Loeffler and Julie Christie East Dunbartonshire Council, Scotland	<p>Present Co-producing improved wellbeing with people living with dementia in East Dunbartonshire</p> <p>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.</p> <p>Within the project „PRESENT“ (started in 2013, ongoing) 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 high-</p>	Project report February 2016	http://www.coproductionscotland.org.uk/files/2614/3472/6681/PRESENT_Case_Study_-_Co-production_Resource.pdf

	<p>light areas for improvement.</p> <p>The findings will be considered by Council representatives in future regeneration projects and urban planning.</p>		
	<p>Project 65+</p> <p>Aims: strengthen the involvement of older citizens in the design of service provisions in two municipalities in the region of Vorarlberg (Austria)</p> <p>The survey was carried out by older citizens themselves. Approx. 60 older men and women were trained as peer interviewers and carried out approx. 350 interviews in their communities.</p>		https://www.65plus.at/
<p>Dorthe Gyldenlund Råby, Matthias Fiedler</p> <p>2011, 118ff</p>	<p>Older passengers: it's all about communication": Training seminar</p> <p>Two-day workshop for bus drivers: the participants discussed the dos and don'ts in the communication with older passengers</p>	<p>Project report, AENEAS-Project:</p>	<p>http://www.aeneas-project.eu/docs/Good_Practice_Implementation_Report.pdf</p>
<p>Dorthe Gyldenlund Råby, Matthias Fiedler (RC)</p> <p>2011, 77</p>	<p>Senior citizens' neighbourhood maps</p> <p>The City of Munich decided to develop free neighbourhood maps for senior citizens in three districts. A cooperation was built up and Green City worked with the Munich police, the Older People's Service Centre and the city of Munich 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 over two afternoons. Each participant got a copy of the map to test it under real life conditions for one week. One week later the comments and suggestions from the participants were collected. These comments directly influenced the city map and helped to make it better and useful for the users.</p>	<p>Project report, AENEAS-Project:</p>	<p>http://www.aeneas-project.eu/docs/Good_Practice_Implementation_Report.pdf</p>
Rhein-Main-Verkehrsverbund	Mobipartner	Informati-	http://www.rmv.de/link

		on sheet, internet	ableblob/de/49552-86673/data/RMV-Mobi-Partner_Infoblatt.pdf
Agendagruppe "Begegnung im Freihausviertel" (HG.): Gut zu Fuß im Freihausviertel. Das Projekt "Generationenweg im Freihausviertel". Projektergebnis. Wien.2012	<p>Agenda 21 group "Begegnung im Freihausviertel"</p> <p>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 them district walks to collect senior citizens' and children's views on the age-friendliness (age as young / old age) of the public space.</p>	report	
Take-a Seat initiative	Age-friendly Manchester: the idea is to borrow a chair to sit on in the local neighbourhood.	Project description at the website	http://de.slideshare.net/UK_UAC/take-a-seat-agefriendly-old-moat-uk-network-of-agefriendly-cities-built-environment-seminar-october-2013

Annex 2: Results of expert interviews in [country]

Working area of experts

E1: Urban development, citizens participation

E2: Urban development, citizens participation

E3: Social inclusion of older people

E4: Volunteer management

E5: Urban planning

E6: Urban development, social inclusion of people, promotion of networks and exchange in the neighbourhood

E7: E7: Urban development, civic participation

E8: Social inclusion of older people

E9: Social inclusion of older people

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: He works with a district service responsible for three districts of Vienna. The district service is provided by the City of Vienna and offers counselling related to living together in a local area.

E2: As an urban planner she is responsible for local agenda 21 offices in two districts of Vienna.

E3: She works with Wiener Sozialdienste as a project manager of different projects in the field of social inclusion and participation of older people

E4: She works with Wiener Sozialdienste as a project manager of the project Kontaktbesuchsdienst, a visiting service for older people to find out about their health situation, resources, needs and feedback to the local government/authorities.

E5: She works with the municipal department 19 – architecture and urban design

E6: She is the manager of the neighbourhood center in the 16th district of Vienna

E7: She manages a district service responsible for two districts of Vienna. The district service is provided by the City of Vienna and offers counselling related to living together in a local area.

E8: She is the Senior Representative of the City of Vienna.

E9: He is a staff member of the Senior Representative's office.

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: Accessibility of semi-public and private places (e.g. shops, leisure activities)

E2: Comfortable seating options in public spaces, possibilities to meet in public spaces without any social compulsion to consume, short walking distances, longer green traffic light phases.

E3: Accessible flats, available water and shadowing in parks, toilets

E4: Feeling safety, possibilities to take their places in public spaces ("clash of generations, cultures").

E5: Shadowing, drinking possibilities, toilets, seating options

E6: -

E7: Seats, longer green traffic light phases, accessibility, short walking distances (e.g. to public transport), walking- vs. car-friendly city (different needs within the target group), better infrastructure, orientation, personal support and company (sense of security)

E8: -

E9: -

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: see above

E2: see above

E3: see above

E4: see above

E5: -

E6: -

E7: see above

E8: -

E9: -

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 organizations or (senior) advisory

boards?

E1: In Vienna there are various possibilities to file complaints, such as the citizen service with offices in all districts, the district administration (which older people prefer to address), light telephone of the City of Vienna (responsible for public lightning, traffic lightning, etc.), complaints management and passengers advisory board of the Wiener Linien (public transportation in Vienna). In fact, most of the possibilities have been existing for many years, but people do not know about them. „It makes sense to think about low-threshold ways of informing people about these services. However, on the other hand it is up to the people themselves to request information.“

E2: (Older) people usually do not file complaints at the agenda office. „Seniors usually are not the ones that drop in and file complaints, you have to pro-actively ask them for their feedback.“ In her opinion seniors representatives in the districts are important contact persons for older people. They are situated in the district offices that are well known and accepted. „People know the district office as they go there for voting“.

E3: Seniors representatives, district offices.

E4: Contact visiting service (Kontaktbesuchsdienst) organised by the Wiener Sozialdienste. Trained visitors visit people 75+ at home and we passing on information on services and offers available. Furthermore, they collect information on their health situation, needs, interests, feedback on their living environment (e.g. accessibility, age-friendliness).

E5: Within the elaboration of the “strategy paper public spaces” the municipal department made use of an participational approach: In cooperation with external partners (Plansinn) they organised exhibitions at public spaces. Based on slogans, such as “Here is space for my vegetables” or “children are allowed to play here” they tried to get in contact with citizens and collect their feedback and ideas for the further development or (re-)designing of public spaces. The focus was not only on older people, but in fact approx. ¼ of people interviewed were older than 60 years.

E6: (Older) people usually do not file complaints at the neighbourhood center. She assumes that the wohnpartner or the district service are important contact points.

E7: Citizen service (former "Bürgerdienst", now: "Stadtservice") – a general contact point for complaints regarding public space, public services etc.; District Services ("Gebietsbetreuung"; her own organisation); Agenda 21 offices; District Office ("Bezirksamt")

E8: Citizen service (former "Bürgerdienst", now: "Stadtservice") – a general contact point for complaints regarding public space; new App ("Sag's Wien"); Competence Centre "Accessible Planning, Construction and Housing" of the City of Vienna; Agenda 21; District Services ("Gebietsbetreuung"); Seniors representatives in the district offices.

E9: Citizen service (former "Bürgerdienst", now: "Stadtservice") – a general contact point for complaints regarding public space; new App ("Sag's Wien"); Competence Centre "Accessible Planning, Construction and Housing" of the City of Vienna; Agenda 21; District Services ("Gebietsbetreuung"); Seniors representatives in the district offices

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: AktivlotsInnen (Wiener Sozialdienste): aims at training (older) people in the 15th district to become peers for health issues. Furthermore, in the 8th district a networking platform for the generation 60+ and young people has been established (Get2gether).

E2: walk-space – an initiative promoting walking; Cycling-lobby and the cycling officer in the 3rd district. Furthermore, she recommends involving politicians at district level (e.g. district leader or his/her deputy).

E3: Get2gether (organised by the Wiener Sozialdienste): a cross-generation project for older people and youngsters. In workshops ideas of older and young people are collected: What are similarities of the generations and which kind of joint initiatives could be implemented?

E4: AktivlotsInnen, a project addressing (older) migrants in the 15th district of Vienna. The main aim is to sensitise them for health issues and find ways how to get involved and become active. However, they also exchange feedback and ideas how to make their living environment more age-friendly and accessible for different (age) groups.

E5: The municipal departments try to involve residents in their re-designing processes and projects by conducting interviews, inspections, focus groups and social space analysis. Therefore, the involvement of Mobility Scouts for gathering the views of older people or advise planners is an option.

E6: Walking cafés (Mobilitätsagentur), AktivlotsInnen (Wiener Sozialdienste), Stadtmenschen (Wohnpartner), health-buddies (Hilfswerkproject) organised by Caritas in the 16th district with focus on older people. However, the focus of these projects (especially AktivlotsInnen and health-buddies) are on improving the health situation of (older) people.

E7: Senior Guides (peer-to-peer project in the 2nd district); smaller initiatives and associations with active older persons (e.g. Grätzel aktiv)

E8: Project "AktivlotsInnen" (see above); Neighbour Hood Centers ("Nachbarschaftszentren", see above)

E9: Project "AktivlotsInnen" (see above); Neighbour Hood Centers ("Nachbarschaftszentren", see above)

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: The project idea is of a high relevance in Vienna. "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.”

E2: High relevance – agenda offices are open-minded and basically interested in all issues raised by the community.

E3: Important, as older people have no lobby: “In the public space older people are lone fighter, as they lack of support and people, who defend their interest.”

E4: Raising awareness and giving older people a voice is very important.

E5: The municipal department is basically interested in the cooperation with Mobility Scouts. Within their planning and (re-)designing projects they usually take a participatory approach and involve residents and citizens. Therefore, the Mobility Scouts project is very helpful, as older people are trained to become experts in the field of age-friendliness and accessibility of public spaces and are able to give others a voice.

E6: It is very important – there are more and more projects, which address volunteers and try to train them as peers.

E7: She is convinced that there is interest for such a project – e.g. within the District Office.

E8: -

E9: -

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: Basic training in different field of transportation and mobility – perhaps held by professionals in different fields.

E2: Project management (How to organise an event? How to involve relevant stakeholders?), communication (How to deal with difficult communication partners? Active listening), How to implement a project („From complaining to action“), basic knowledge about planning (perhaps involving urban planners in their activities). Their approach is to support citizens in organising their projects and activities and take the responsibility for development and promotion work. Furthermore, it needs a lot of personal coaching depending on people’s knowledge and resources

E3: -

E4: -

E5: Basic knowledge in the field of planning and different players and their competences/limitations.

E6: Digital knowledge (e.g. WhatsApp and sending SMS)

E7: They should be outgoing and sociable. Some of them will need (more or less) support and training when carrying out a project (e.g. contact to stakeholders); all of them will need apprecia-

tion.

E8: -

E9: -

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 organizations?

E1: He organises "Grätzelspaziergänge", district walks with different foci and target groups. Perhaps a cooperation with Mobility Scouts would be possible.

E2: Campaigns & events ("To involve a lot of people, you have to be outside in the streets"); walking events in the district; improvements of public transportation, cooperation with seniors representatives (establishing a kind of ombudsman for older people);

E3: Instant Ageing in public spaces, raising awareness for the situation and needs of older people (cross-generational)

E4: Raising awareness of different user groups in parks, taking over a lobbying function for older people

E5: Supporting municipal department in conducting focus groups, interviews or inspections of public spaces and feedback their and other older peoples' feedbacks.

E6: She recommends using the mobility week for implementing initiatives and raising awareness for the issue.

E7: -

E8: -

E9: -

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: -

E2: see above

E3: see above

E4: see above

E5: see above

E6: -

E7: -

E8: -

E9: -

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: -

E2: individual coaching depending on individual resources and competences as well as on the specific project idea.

E3: Training: short units (2-3 hours), interactive methods

E4: Older people need special methods and approaches. "They do not learn for economic reasons and often they feel that their time is limited. So they do not want to waste their time".

E5: Basic knowledge in the field of planning and different players and their competences/limitations.

E6: They made the experience that volunteers are highly motivated and bring in interesting ideas. However, they need a lot of support in developing and implementing their ideas (project management, getting in contact with cooperation partners, organising a group of volunteers, setting up a WhatsApp-group). Furthermore, they need possibilities to meet and exchange their experiences. The neighbourhood center, for instance, provides free meeting rooms for volunteers.

E7: see above

E8: -

E9: -

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: -

E2: District offices – as they are well known and accepted by older people.

E3: As Vienna is a big city she recommends to choose 1-2 districts as setting(s) of the project.

E4: If Mobility Scouts should be active in several districts a cooperation partner, such as the mobility agency, could be helpful.

E5: -

E6: In terms of sustainability it is helpful to cooperate with an organisation/institution, which is

able to support the Mobility Scouts even after the official end of the project “Where Mobility Scouts could “dock””). From her point of view it is possible to implement the project all over Vienna, as the training – above all – addresses mobile older people “If people are mobile, they also attend a training or meeting in an other district.”

E7: -

E8: -

E9: -

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: Seniors representatives in the districts of Vienna might be very interested as they are important contact persons for older people. Furthermore, they know about possible issues and fields of activities of Mobility Scouts.

E2: Agenda 21 offices are basically open-minded for all issues raised by the community. Furthermore, seniors representatives and district offices might be interested as older people are an important target group.

E3: Mobility agency, Wohnpartner (important partners in community housing). Seniors representatives in the districts are involved in monthly meetings with contact visitors to discuss issues raised by the people. Most of them are very interested and support suggestions and ideas deposited by the people.

E4: Agenda 21 offices, neighbourhood offices, district offices

E5: see question 7

E6: Stakeholders, such as sport organisations, seniors organisations and wohnpartner might be interested as they focus on older people and their living environment.

E7: see question 5

E8: -

E9: -

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: Seniors representatives, local networks and exchange platforms, district services, neighbour-

hood centers.

E2: walk-space – an initiative promoting walking; Cycling-lobby and the cycling officer in the 3rd district. Furthermore, she recommends to involve politicians at district level (e.g. district leader or his/her deputy as well as the citizen service and the mobility agency).

E3: Wohnpartner, seniors representatives, district leader, platforms of seniors organisations

E4: seniors clubs, church, seniors groups (Amerling house, WuK), people responsible in public transport companies

E5: municipal department 19

E6: Perhaps volunteers of the Wiener Hilfswerk or people in the 16th district.

E7: District Office 2, initiatives and associations with older persons (see above), senior residencies in district 2

E8: Agenda 21; District Services ("Gebietsbetreuung"); Municipal provider of senior residencies & senior clubs ("Kuratorium der Wiener Pensionistenwohnhäuser"); Seniors' organisations (political representation; e.g. "Pensionistenverband"); Day Centers of the "Fonds Soziales Wien"; Senior Representatives of the District Offices

E9: Agenda 21; District Services ("Gebietsbetreuung"); Municipal provider of senior residencies & senior clubs ("Kuratorium der Wiener Pensionistenwohnhäuser"); Seniors' organisations (political representation; e.g. "Pensionistenverband"); Day Centers of the "Fonds Soziales Wien"; Senior Representatives of the District Offices

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: Support in promoting the training and project.

E2: Basically yes, if there are any synergies with agenda groups. You are invited to promote the project and the training in our networks.

E3: Happy to help with contacts and providing possibilities to present the projects in their networks.

E4: Newsletters, networks and platforms organised by the Wiener Sozialdienste could be helpful for the promotion of the training.

E5: She will get in contact with us, if there are any interesting possibilities to involve Mobility Scouts in their planning and (re-)designing projects.

E6: She supports the promotion of the training and the project (newsletter, poster in the neighbourhood center, forwarding to groups that might be interested, etc.)

E7: She is ready to support the promotion of the project in general (e.g. by the distribution of flyers, passing on interesting contacts) and the search for persons interested in becoming Mobility

Scouts.

E8: General interest in the project, willingness to provide contacts to relevant stakeholders

E9: General interest in the project, willingness to provide contacts to relevant stakeholders

E10: Klicken Sie hier, um Text einzugeben.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.