

MOBILITY SCOUTS

Engaging older people in creating an age-friendly environment



Report on research for Germany

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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 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 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 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 newly gained knowledge, conclusions will be derived for the design of the training package.

The research phase was 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 from 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 very old 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 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 guided the elaboration of research tasks:

1. 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

2. Expert interview 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 organizations 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 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 Germany, the following procedures were applied:

The desk research was performed on the internet using the following key words in different combinations in German:

- | | |
|---|-----------------------------------|
| • Accessibility | • Neighbourhood assistance |
| • Active citizenship | • Neighbourhood initiatives |
| • Age-friendly / appropriate environment | • Political participation |
| • Age-friendly / appropriate infrastructure | • Seniors policies |
| • Co-production | • Senior citizens councils |
| • Demographic change | • Senior citizens representations |
| • Mobility | • Social participation |
| • Mobility assistance initiative | • Volunteering |
| • Mobility assistance service | • Volunteers |

Expert interviews were performed with support of the Municipality of Hanau as the associated local government in implementing the project at local level. In a first step, a short description of the project was circulated to relevant persons and organisations, followed by telephone calls and agreements on the preferred method for the interviews (face-to-face, by telephone or email).

In total 13 expert interviews were performed. All interview partners were volunteers, e.g. members of the Senior Citizens Council, working as advisors for reconstruction measures in private households or evaluating the living conditions of residents of care-homes. According to the preferences of the interviewees, 10 interviews were conducted by telephone. One expert interview was submitted in written form after prior information on the project. Two interviews were done face-to-face in the premises of the Senior Citizens' Office in Hanau.

All in all, establishing contacts to the interview partners took more time than previously planned. This was partially due to Christmas holidays. But most of the participants were also fully occupied by their paid or voluntary work and often hard to reach by telephone.

3. Results of desk research and interviews

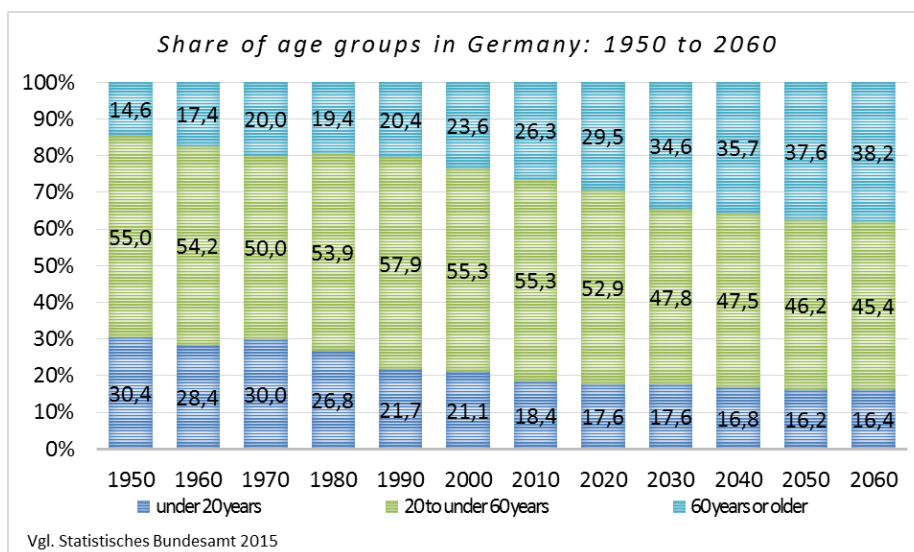
3.1 Co-production of seniors in age-friendly environments

3.1.1 State of the art in research

The demographic change is observed and well documented in European research. Experts' opinions, reports and analyses highlight the significant change in the European population over the coming decades. The population in many European regions is declining in numbers, while life expectancy continues to rise. In the near future, a growing number of older persons will have to be financed and cared for by a continuously shrinking layer of younger people. Germany seems to be particularly affected by this development, since not only a particularly strong population decline is to be expected by the year 2060, but also the life expectancy of the German population has risen above average in comparison to other EU member countries.

Figure 1 illustrates the development of age structure in Germany between 1950 and 2060.

Population shares by age group in percent (1950-2060)



As depicted above, aging is not only an individual, but also a societal challenge, for which the German society should prepare itself in a timely manner in a variety of ways. Given this background, the life situation and the age-friendly environment of older people have become increasingly important in the scientific discourse.

Already in 2002, Holz-Rau and Scheiner pointed out in a report for the order of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth:

„Given the intense growing share of older people in the population, settlement development should be geared more towards the needs of mobility-impaired people. [...] Age-friendliness is an important aspect of social sustainability settlement structures. Last but not least, this also benefits other persons, especially those with mobility restrictions.“ (Bundesministerium für Familie, Senioren, Frauen und Jugend, 2002, p. 218)

The concepts of voluntary commitment and civic engagement 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 (vgl. Heite, 2012, p. 11ff.). 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 (vgl. Brocke, 2003, p. 235 – 261; Brocke, 2002). 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 (vgl. Löffler et al, 2015, p. 15).

In summary, the challenges and problems of demographic change are clearly identified and a topic of discussion in research. Also 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 for participation and representation for population as a whole and for 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 (vgl. Löffler et al., 2015, p. 15ff.).

3.1.2 Issues of political discussions

The importance of the voluntary involvement of older citizens is illustrated by a memorandum of the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth:

„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 put in place.“(Bundesministerium für Familie, Senioren, Frauen und Jugend, 2007, p. 2)

Aspects of demographic change and active citizenship of older people have in various forms entered the political discussions. On the regional and the national level, studies are commissioned, concepts are developed, and pilot projects are initiated and funded. The importance given by the German government 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 (vgl. Deutscher Bundestag, 2016, p. 28 – 43):

„The re-adjustment of the relationship between state, municipalities, welfare associations, and citizens at the local level includes increasing demands for communication, cooperation and management in order to achieve co-production of services of general interest. The responsibility for the implementation lies with the municipalities. [...] This re-organization and coordination of different levels and institutions and stakeholders in a differentiated welfare state must be oriented at the principle of subsidiarity. Especially at the levels of municipality and district, the principle of subsidiarity needs a re-interpretation as legal framework for local structures and networks.”

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. Further, the promoted concepts and founded pilot projects from the regional and national level are implemented and tested on-site. Pilot projects can be implemented much more effectively at local level, because politicians are easier to reach. A German specificity that favours the involvement of seniors at municipality level is the relatively common institution of Senior Citizens' Councils. A Senior Citizens' Council is an advisory body 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 Council is responsible for cross-generational and health issues, and heard before a decision of the respective regional parliament, such as a municipal council, district council, or state parliament is made. The Councils are often given the right to participate in the committees of the relevant council meeting including the right to vote. At other locations, however, senior citizens' initiatives carry the name of a "Council" but restrict their activities to the informal level.

In summary, civic and voluntary commitments are recognized at all political levels. The challenges of demographic change - including the necessity for an age-friendly design of public spaces and the environments - are mirrored in many 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.

3.1.3 Innovative projects and initiatives

Senior Counsellors as members of the committees described above often 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. In many cases, Neighbourhood Initiatives also play an important role. In contrast to Senior Citizens' Councils, Neighbourhood Initiatives are often organised more informally. For this reason, the links between local authorities, administrations, institutions, associations and Neighbourhood Initiatives often depend on the volunteers involved. Nevertheless, all stakeholders use to share a positive opinion on the benefits achieved by neighbourhood initiatives.

Innovative projects and initiatives could be found in various forms. Both the Senior Citizens' Councils and the Neighbourhood Initiatives put a focus on awareness-raising, especially on living in old age, senior-friendly environment and accessibility of the inner city. For this purpose, events are organised in which responsible civil servants and other decision-makers are informed about the relevant factors and sensitised. Some of the projects are organised directly on site; e.g. in the inner city or public areas. In most cases, information is communicated as to which structural measures would improve the public spaces.

Further target groups of Senior Citizens' Councils initiatives include private individuals and housing associations. The aim of events designed for these target groups is to make old buildings more age-friendly and ensure accessibility in future buildings, thus saving costs for renovations. Other projects and initiatives have focused on expanding the accessibility of public spaces. The Senior Citizens' Council Berlin-Pankow and the Seniors Citizens' Council Saalekreis for example developed projects in which senior-friendly service providers were certified. By positively highlighting the barrier-free design of these companies, an incentive for shops and traders was created to improve their accessibility for seniors. At the same time, local traders were sensitised to the needs of older people.

A further focus of many projects was given to the improvement of mobility. As public transport becomes more and more important with age, many projects have sought to sensitise transport companies to the needs of the older people and to promote the expansion of the transport network. Support services were initiated for instance to help older people to make use of the existing infrastructure.

An example for the awareness-raising on the needs of seniors is targeted information for bus drivers concerning the handling of rolling walkers and the support needed by older people. In addition to that, users of rolling walkers are encouraged to communicate with the bus drivers on necessities like stopping until the rolling walkers are stashed and their users seated; seniors are also informed about available escort services and cost-saving offers such as registrations for programmes that provide discounts in using public transportation.

In order to expand transportation services, projects like “citizens’ busses” were launched, which aim at ensuring the mobility of older persons. Starting from North Rhine-Westphalia, where the concept was tested for the first time in the 1980s, so-called citizens' bus initiatives were established in several German cities in the mid-1990s to close gaps in the public transport timetables in both spatial and temporal terms. Citizens’ busses are based on voluntary work and finance their services through travel fees, membership fees, donations and partial 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 citizens' bus association. The association provides the drivers, who work free of charge, and provides training for the drivers.

In some cities, Seniors Councils have developed age-friendly cultural guides, which focus on the aspects of mobility and accessibility and give older people a better overview for possible age-friendly cultural offers.

With regard to the development of community areas, senior co-operatives as a specific form of Neighbourhood Initiatives can be mentioned. They are based on the concept of “Time Banking”. In senior cooperatives, which have existed since the early 1990s, 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 hours worked for receiving the same amount of support which may be needed in the future. The specific aim of senior cooperatives is to offer the members an opportunity to stay in their homes and in a familiar 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.

“Multi-generational houses” are open meeting places where members of different generations meet, exchange and support each other. Since 2003, multi-generational houses combine the services of districts, 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.

Another form of "multi-generational houses", are institutions in which several generations live together in one house. In such "multi-generational communities" - which are often found in Hamburg - members of different age groups live consciously and actively together. The idea behind the project is to empower every generation to bring their own strengths into the community: e.g. senior citizens have more time to look after the children of their parents, who in turn can take care of smaller care services.

In all these areas, the active citizenship of seniors plays a decisive role; in a number of projects information from older people was collected to give them a direct voice in the decision-making process. In many cases, local politicians are involved in the processes in order to ensure funding, to define the legal framework or to ensure awareness of the necessity of the respective initiatives. In addition, it was often possible to use federal or state funding, if financing was not available or insufficient.

3.2 The Mobility Scouts concept

3.2.1 Expert assessment of the conceptual approach

The concept of co-production, which will include older citizens as experts of their own environment, was welcomed positively by most of interviewees and gave a good impression of its necessity and its possible challenges in the implementation. In this context it has repeatedly been pointed out that institutional or policy decisions (e.g. such as the transport companies) are often not age-friendly and do not correspond to the needs and desires of the customers or citizens. For this reason, most respondents welcomed the idea that older citizens should be involved in the design of future projects, as long-term costs could be saved and rebuilding measures would become redundant. However, many of the interviewed persons were aware that volunteers would probably not be involved in larger, cost-intensive projects. Nevertheless, they were open to the project as they felt that the necessary improvements and adaptations could be discovered mainly by those who are affected themselves, as they concern them in a direct way and often cannot be recognized by outsiders.

50% of the interviewed experts evaluate the project as useful. An advantage for the participating seniors is, in the opinion of the experts themselves, the possibility to make new contacts or to cultivate in the community, while at the same time making their environment more age-friendly and accessible. This point was mentioned mostly by the "newcomers" of the city, who wanted a better connection to the community. A further advantage is the improvement of accessibility to public institutions, the sensitization of the elderly and the management of age-related problems.

5 out of 12 experts considered the project as positive, but at the same time pointed out possible problems or the necessary conditions for a successful implementation. Difficulties are assumed in the organisation of the Mobility Scouts by themselves and by a potentially missing willingness and missing motivation of older citizens. In addition, it was repeatedly pointed out that cooperation with the political parties, the established institutions (such as the senior citizens' council, the Neighbourhood Initiatives or the church communities) and private individuals could prove difficult, because of their rivalries among each other.

Only one expert considers the approach as not positive. This is because the project seems as unnecessary in the expert's opinion, since active Senior Citizens' Councils already exist and citizens should not be overloaded with too many different groups

3.2.2 Working areas for Mobility Scouts

In order to understand the listed areas of engagement for Mobility Scouts, it seems to be useful in a first step to sketch the results of the interviews with regard to the identified problems.

Most of the respondents (11 out of 12) said that an accessible and age-friendly environment is a necessary to participate in social life. Especially the accessibility of public buildings, medical practices and shops were understood here as important places. The accessibility of toilets is of particular relevance. As a concrete problem in Hanau was noted that the entrance area of the Senior Citizens' Office and in the office of the representative for people with disabilities - both offices are located in one house – were not accessible for many people.

Besides than the accessibility of public buildings, the transportation infrastructure was mentioned by several experts. Especially four aspects of the public transport systems play hereby an important role. First, the importance of nearby bus stations, second, an expansion and better cross-linkage of buses and cycle path's, third, the wish for affordable transport services (for example with aid of special discounts for seniors) and finally the accessibility to buses. While the first three aspects seem to be important working areas for the Mobility Scouts, the last one is already partly implemented, according to some experts. Not only ramps and a mechanical lowering system are already widespread in buses but also rollator-trainings for seniors, which are organised by the senior citizens' council and take place once a year in each district of Hanau.

The social infrastructure in Hanau was seen as another area of concern. Here a lot of experts pointed out that there are not enough benches in the environment. In addition, it has repeatedly been pointed out that the public squares, parks and streets are often not well lit, so that elderly people do not feel safe in these areas. The improvement of legible and enlarged signs, an increasing usage of clear symbols and better optical and acoustic signals was demanded, as well. Furthermore, affordable delivery services especially from pharmacies and shops were requested, to save expensive cab rides or bus tickets to faraway places.

A last major area which has always been addressed is related to the senior citizens' and leisure offers. The general prerequisites for the offers appear to be above all their accessibility and affordability. It was pointed out that information about possible offers is often not known - because of that, many citizens cannot use the offers for seniors.

On the basis of the above, the following work areas for the Mobility Scouts could be identified:

Inventory of non-accessible environments:

As experts in their environment older citizens have a trained eye for non-age-appropriate environments or offers. The data showed very clearly that the problems are known and being communicated among each other. In many cases however, the affected parties do not forward problems to the competent authorities or have inhibitions to complain actively to institutions.

A workspace of Mobility Scouts could thus be, to make an active inventory of possible problem areas, public buildings and non-seniors-friendly offers. A following step could be to bundle the problems that are found and to take them to the relevant authorities, institutions or businesses to initiate problem-solving - because no problem-solving can arise without the prior knowledge.

A further possibility for an inventory of problem areas could be to give all citizens a direct and anonymous possibility to report problems. For example, the city of Frankfurt a. M. initiated the project "Frankfurt asks me".¹ 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. A task of Mobility Scouts could thus be to initiate and to promote a comparable project. In order to ensure anonymity, they could also act as intermediaries, collect problems and comments, and forward them with a discrete "mobility scout account" so that a complete anonymity would be ensured.

Project-counsellor and Sensitizer:

The senior citizens seem to be well aware that the issue of accessibility and age-friendly environments will be a relevant topic of the future and further that it is becoming increasingly important in these days.

Another area of work for the Mobility Scouts could therefore be to advise the local authorities, companies and institutions with regard to age-friendliness and barrier-free implementation in the case of seniors-related projects. However, in this context it must be borne in mind that senior citizens' councils are already a relevant, well established institution in Hanau which should not be ignored. Since the senior citizens' councils of Hanau appear to be very busy within and have few additional capacities, the Mobility Scouts could also act as middlemen between the project manager, the senior citizens' councils and the end-users.

¹ <https://www.ffmpeg.de/frankfurt/de/home>

It is also conceivable that a work area of the Mobility Scouts could be to sensitize local authorities, service providers and business owners. It was repeatedly pointed out by the experts that the accessibility of the toilets is a relevant factor for older people. The term "accessibility" in this context, however, refers not only to the equipment and the necessary space of the WC area, but also includes the fact that available toilets can be used. Many of the shops or restaurants forbid the use of their toilets, except the user of the toilet is also a customer. For this reason, so the experts, many older people avoid the cities or do not participate in events, excursions, etc. By raising the awareness of business owners and restorers, such problems could be solved and older people could be given the opportunity to participate again 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 recognize them. At the same time, other shops and restaurants could also have a positive incentive to be more responsive to resident senior citizens and to make their institutions more age-friendly and accessible.

Public relations:

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 in the city of Hanau. At the same time, however, it was pointed out that some of the offers are used by very few participants, since they are not known. For this reason, the Mobility Scouts could actively promote existing offers and inform senior citizens about them. This seems particularly important for people who are attracted, since they have often not yet established social contacts and cannot participate in social life for this reason.

In addition, both the Neighbourhood Initiatives and the senior citizen' councils seem to have the problem that only a few of the younger seniors want to take responsibilities for their community. As a result, very few people have to take over the work. In the near future, the continuation of the offers and services in the city of Hanau seems questionable, as the older members are not able to permanently take up this form of burdens. A task of the Mobility Scouts could thus also be to mobilize more seniors for such activities or to act as middlemen between the established institutions and possible volunteers.

3.2.3 Supporting conditions and institutional settings for Mobility Scouts

The responses of the interviewees can be largely grouped into four main categories. These were described as: "financial support", "logistic requirements", "organization structure" and "mental support".

Financial support

The interviewed experts described the financial support as an indispensable prerequisite. One third of the respondents stated that the expenses of the volunteer involved should be taken care of or at least a financial recognition (remuneration) provided, since otherwise persons could be hardly motivated for a voluntary activity. In addition, financial support for public relations activities was considered useful. On the one hand, the Mobility Scouts and their projects could be pointed out to public, while at the same time new volunteers could be motivated to participate. Due to the fact that older people often do not use the Internet very actively and only a small group of community members is reading supra-regional newspapers, the local newspapers was seen as the most important medium for public relations.

Logistical requirements

Other answers were given under the term "logistical requirements". Here, half of the interviewed said that the Mobility Scout should have office rooms for their work. This would be necessary for their specific work (organization, meetings, etc.) and would offer the possibility of consulting hours for interested persons or citizens who would like to contact Mobility Scouts with problems or project ideas. In addition, it was noted in this context that the Mobility Scouts need special equipment (such as computers, telephones or an internet access), because without this form of support, long-term projects would be very difficult to coordinate and implement.

Organizational structure

According to the experts interviewed, a clear structure seemed to be an important factor, especially for the project's opening time. The Mobility Scouts should be informed about the important framework conditions. Information about general conditions (such as possible refunds, insurance protection, etc.), as well as about their legal framework, should be clearly conveyed.

In addition, Mobility Scouts require information about possible partners (relevant stakeholders, institutions, etc.). For this reason, it has been repeatedly noted that training in this context would be considered useful. Furthermore, training courses can offer for the digital information and communication platforms and websites so that the Mobility Scouts themselves can become active - which would be a reasonable alternative or supplement in the long and medium term.

A constant communication between the mobility scouts themselves was also named as a relevant factor. For this purpose, training for the digital offers (E-Mail, SMS, WhatsApp, Dropbox, etc.) could be carried out. In this regard, it has been pointed out several times that a clear

division of tasks between the individual Mobility Scouts is very important. A coaching about internal workflows and the work organization would also be useful and enriching here; if this knowledge is not already present in the team.

Mental support

Under this term, very different response types were grouped, which either refer to the Mobility Scouts, their community or society as a whole. Independently of each other many of the interviewees pointed out, that the Mobility Scouts needed constant support from professional contacts. This includes professional coaches for the support of the internal work processes, as well as a psychological support, to give the Mobility Scouts a mental accompaniment in case of setbacks or delays. Without these, many Mobility Scouts would sooner or later lose their desire and interest and abandon their activities.

Another relevant factor seems to be local support and recognition on the ground. Some of the experts said that older people would only be available for a limited time and that they wanted to use this time meaningfully. The acknowledgment of their achievements is a significant factor for many volunteers, which should be kept in mind for the project, to motivate the Mobility Scouts in the long term. The knowledge of the community about such projects also seems to play an important role, since it will be very difficult to generate resonance without attention or find and motivate participants. Effective public relations work was perceived as very important by respondents.

3.2.4 Skills needed by Mobility Scouts

The interview with the experts yielded many necessary skills, which can be taken in three main groups - the "general health conditions", the "social skills" and the "professional competences".

The term „general health conditions“ summarizes all the answers that were related to the health of future Mobility Scouts. Thus, the experts generally regarded good health as an important condition, which, from a certain age, does not always seem self-evident. Without these, projects cannot be initiated and implemented. Failure of a project-relevant person could also lead to the failure of the project, which is why it is important to ensure that the Mobility Scouts do not overburden themselves. In this context, the mobility of the participants themselves was considered to be important and unavoidable.

A variety of "social skills" was requested by the interviewed, as well. Especially communication skills, including for example eloquence and the ability to listen to others, were mentioned by a one-third of the experts. In addition, it was repeatedly pointed out that the Mobility Scouts

had to learn to deal with criticism and not to take it personally. Furthermore, it was felt as necessary that the Mobility Scouts think positively and have a high degree of empathy. The ability of staying focused in difficult situations, as well as assertiveness were lastly mentioned as necessary skills from the experts.

The term "professional competencies" was used to summarize all the answers that relate to the direct implementation of the individual projects. According to most respondents, a local and social integration as well as a connection to politicians or established Institutions (such as the Senior Citizens' Council) is a necessary prerequisite. Thus the ability to network was considered as very important. In addition, the knowledge about administrative structures and processes has been seen as helpful and, in some cases, as the most essential competency, for Mobility Scouts. In addition to networking and administrative experience, professional experience - such as economic or technical experience - has also been seen as useful. Finally, digital skills have been seen as very important - such as e-mail skills or the ability to work with Office or PowerPoint.

3.2.5 Relevant stakeholders and potential cooperation partners at the pilot locations

In Hanau, the following relevant stakeholders were identified:

senior citizen's office

Most of the respondents refer to the senior citizen's office in Hanau, since

since it is embedded in an extensive network and at the same time provides professional support for possible projects. Furthermore, premises could be used here and training courses could be implemented. Inside the building itself are also the "Honorary agency" of Hanau, the "social association" (VdK), the "representatives for people with disabilities" and the "consulting services for private environment" ("mobile Wohnberatung"), which is why this address is the most important partner for possible projects.

Senior Citizens' Councils

The senior citizens' councils were also seen as very important partners. These are already very active within Hanau and also have direct contact with local authorities and politicians. In each district, two members of the senior citizens' councils are active. Because of this different projects could be initiated and implemented with different kinds of local partners.

neighbourhood initiatives

In Hanau, the Neighbourhood Initiatives are a potential partner for projects and should not be underestimated. They are active in almost every neighbourhood. Some of the local Neighbourhood Initiatives have a tremendous amount of Members.

administration and political parties of Hanau

Local administrators and local politicians were considered relevant by the experts because they are the decision-makers of the city and could also provide financial support for the project.

church communities

The church communities - and here in particular the "narrative cafés" - were identified as relevant partners because they have a good network in Hanau and could be reached via private persons and possible new Mobility Scouts.

“People-of-Hanau”

"People-of-Hanau" is a local inclusion project. The term "inclusion" is used very openly in this context and extends to migrants, disabled people, seniors and new members of the community in Hanau.

management of retirement homes

The retirement homes provide potential partners since senior citizens often wish to participate more strongly in social and community life and might thus be approached by the Mobility Scouts project. Furthermore, in the opinion of the interviewed experts, many suggestions for improvement and comments could be brought together in these places.

local newspaper

The local newspapers were regarded as important during the interviews, especially for public relations, as these are read by a broad local audience and represent the most important medium within Hanau.

public transport service (“KreisVerkehrsGesellschaft Main-Kinzig”)

The local transport companies in Hanau have already proved to be a good and relevant partner in Hanau, which endeavours to make the environment more accessible to the general public

4. Conclusions and recommendations for the design of the training

Summary:

The challenges and problems of demographic change are known and acknowledged in both academic and political discourse. The same applies to the concepts of civic engagement and voluntary activity, which are an indispensable part of social life in many areas without which the mobility of older people can often not be guaranteed or improved. The concept of co-production is a rare term in the German-speaking world, in contrast to the anglo-saxon area, although a conceptual implementation is already partially carried out in practice. In addition, the concept of coproduction in Germany has been increasingly recognized in recent years, which favors a conceptual implementation. The Mobility Scout project contribute in bringing the concept of co-productions closer to the public. By involving older people more closely, the potential of older people based on concrete life experiences can be used more effectively in order to find innovative solutions to the challenges of demographic change and to initiate and implement specific projects for shaping an aging society.

Overall, the research showed, that demand exists for such a project as the Mobility Scout project on a local level, since it was received mostly positively by the interviewed. It was important to the interviewees that the work areas and the respective work tasks are clearly defined in order to facilitate the work of the Mobility Scouts. In addition, the proposed training and implementation units were considered to be positive and meaningful.

Based on the results of the research, it is considered to be useful to classify the further procedure as follows. Three core areas should primarily determine the future process.

Recruitment of potential mobility scouts

In a first step, potential Scouts should be identified. The Senior Citizens' Office of the City of Hanau proves to be an important partner, who has offered further assistance and is interested in cooperation. In addition, neighbourhood assistance, church communities and other organizations should be informed about the project, as they might also offer potential scouts.

Introduction

In a second step, the identified Mobility Scouts should be informed of possible areas of activity, their legal status and potential partners. In addition, the concept of co-production, which understands older men and women as experts of their own environments, must be explained to Mobility Scouts, since it cannot be assumed that this concept is known. The goal of this training is, to create a supportive working environment. In addition it allows the Mobility Scouts to get to know each other and to find possible areas of engagement for the future team.

Each training unit – including this - should not last longer than three or four hours (including breaks) in order to keep the scouts' motivation alive and do not overburden the seniors.

Inventory of possible projects:

In a third step, Mobility Scouts should become active and identify potential projects and project partners. The implementation of projects should not be forgotten in this step. Not every project can be implemented by Mobility Scouts. The projects themselves must therefore correspond to the skills and competencies of the scouts. At this stage the scouts should also consider public relations and establish a network.

However, it should be noted that within the interview phase a number of possible projects have already been identified, which can be checked with regard to their realization. The elaboration of the project ideas could therefore also be a focus of this phase.

Project ideas collected so far:

Cognitive offers to keep seniors intellectually active (e.g. technical courses), mobility related activities to keep seniors physically active and a combination of both mobility and mind (e.g. historic city tours, day age-friendly and rollator-friendly trips).

Furthermore, there seems to be a request for supportive offers, relating to administrative as well as care and domestic aid. These are necessary because elderly people are often not sufficiently informed about their rights and are not sufficiently familiar with the administrative procedures. Intimidated by the workload and the anonymity many seniors are not dealing with institutions and organisations as self-confident persons and do not claim their rights.

The non-age-friendly design of the transport network was also discussed in the interviews. In some cases, the interviewees wanted an implementation of citizens' busses or other special connections to the local shopping centres or the city. Without an age-friendly and accessible infrastructure, many older people would no longer be able to actively participate in community life, which could lead to an increase in social isolation. The rollator trainings are a first

step here, but they are not practical for many immobile seniors, since they cannot go to the far bus stops.

For many seniors, according to the statements of some respondents, the pets have an important reference function. In cases of illness, many pet owners have to bring their animals temporary in animal homes or give them away altogether. One particular project idea referred to this problem area. It was suggested that the Mobility Scouts could initiate a care network that would allow animal owners to keep their pets in the care of private "nurses". Through visits, the owners could continue to keep in touch with their pets while maintaining social contacts, which is a relevant factor for many older people.

As already noted above, a digital map of the city of Hanau, on which the Mobility Scouts or other private actors can contribute proposals for improvement, are designed in line with the Frankfurt project "Frankfurt asks me". Through the possibility of introducing quick and uncomplicated proposals - and to mark them on a map - two aims could be targeted: On the one hand, further persons could be motivated to participate more closely in the development of a barrier-free environment and to submit proposals. The Mobility Scout could act as middleman or as an advertiser. The possibility of anonymous use seems particularly attractive, as the interview phase emphasized several times that seniors often can identify the problems and can make suggested improvements, but would not have the courage to pass on to the competent authorities, service providers, etc. Furthermore, the competent authorities, service providers, shops, etc. could be informed about the barrier-free nature of their facilities, thus providing an incentive to respond to the suggestions for improvement and to initiate change measures.

Within this phase, there should be continuous communication between the scouts themselves, as well as between the contact persons and the mobility scouts. The maintenance of the communication and the exchange facilitates an evaluation of the respective activities

Aim-oriented Trainings:

Once possible and workable projects have been identified, a further training unit should take place. Within these, the Mobility Scouts should be given the project-related, necessary skills. In addition, this phase should also be used to answer further questions and to counteract misunderstandings and possible overloads. The objective of this training unit is to identify the best and best and simplest project ideas and to discuss possible implementation with the Mobility Scouts. The focus on "age-friendliness" and "accessibility" should not be lost, as these are constitutive for the Mobility Scout project. The participants should be encouraged to:

- reflect their previous approach,
- define work fields and projects, and
- to initiate further action

Implementation phase

The collected and decided projects finally get implemented. In this context, a time division seems to be quite difficult, since the duration of a project always depends on its size and complexity (such as the administrative or organizational hurdles), as well as on the specific number of mobility scouts and their acquired and contributed competences and skills. During this phase the Scouts work mainly independently and autonomously on their projects, but receive support and advice with regards to networking, upcoming challenges and issues as well as general management of the project.

The project participants will decide how the implementation will be organized. For internal group meetings, evaluation meetings and / or for possible, arising public relations, offices would be useful but not absolutely necessary.

Reflection phase:

After the implementation phase is concluded, a meeting of all participating Mobility Scouts will be organised. The meetings function as a platform to exchange experiences, talk about the projects and to evaluate them. In addition, the work done by Mobility Scouts can be recognized by external partners (such as the ISIS-Institut, the senior citizen office, the local newspapers, etc.) and they can also talk about potential ongoing or future projects.

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Annex 1: Results of desk research in Germany

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.
BMFSFJ	„Mobilität und gesellschaftliche Partizipation im Alter“	Web	https://www.bmfsfj.de/bmfsfj/service/publikationen/sr-band-230-mobilitaet-und-gesellschaftliche-partizipation-im-alter/96284
			SR Band 230 – Teil I: https://www.bmfsfj.de/blob/94902/b7d7a91bbcd8045ce26a96a673a08351/prm-24097-sr-band-230---teil-i-data.pdf
			SR Band 230 – Teil II: https://www.bmfsfj.de/blob/94904/1cd0585df7e90f41be35737d4e8574de/prm-24098-sr-band-230---teil-ii-data.pdf
BMFSFJ	„ANBINDUNG – Abschlußbericht zum Forschungsprojekt: „Anforderungen Älterer an eine benutzergerechte Vernetzung individueller und gemeinschaftlich genutzter Verkehrsmittel.“		http://www.bundespruefstelle.de/RedaktionBMFSFJ/Broschuerenstelle/Pdf-Anlagen/PRM-24430-SR-Band-196,property=pdf,bereich=bmfsfj,sprache=de,rwb=true.pdf
BMFSFJ	„Ältere Menschen in Deutschland und der EU“		https://www.bmfsfj.de/bmfsfj/service/publikationen/aeltere-menschen-in-deutschland-und-der-eu/77944

			https://www.bmfsfj.de/blob/93214/95d5fc19e3791f90f8d582d61b13a95e/aeltere-menschen-deutschland-eu-data.pdf
Kassenärztliche Bundesvereinigung	„BARRIEREN ABBAUEN“ Aims: providing information and educational work to reduce barriers in everyday life → Issue: presentation of the concrete data situation, expert interviews and practical tips	Web	http://www.kbv.de/html/barrierefreiheit.php http://www.kbv.de/media/sp/Praxis-Wissen_Barrieren_Abbauen.pdf
Netzwerk Verkehrssicheres Nordrhein-Westfalen	„Mobilitätssicherung älterer Menschen – Praxisbeispiele“ Aims: support of older peoples' work in local communities → Issue: providing information and educational work in regard to ensure mobility		http://www.zukunftsnetz-mobilitaet.nrw.de/sites/default/files/downloads/massnahmenkatalog_senioren_gesamt.pdf
BertelsmannStiftung	„Wegweiser Kommune“ Aims: information platform for all local communities (information about concrete projects, data, civic engagement, etc.) → Issue: demographic change, education, social situation and integration		wegweiser-kommune.de https://www.wegweiser-kommune.de/demographischer-wandel

Zentrum für zivilgesellschaftliche Entwicklung + Institut für Kooperationsmanagement und interdisziplinäre Forschung	„Bürgerschaftliches Engagement und Gesellschaftliche Teilhabe“		http://www.zze-freiburg.de/assets/pdf/Buergerschaftliches-Engagement-und-Gesellschaftliche-Teilhabe-nexus-zze.pdf
Elisabeth Heite	„Bürgerschaftliches Engagement älterer Menschen im Stadtteil. Gleiche Beteiligungschancen und Mitgestaltungsmöglichkeiten für alle?“		http://link.springer.com/book/10.1007/978-3-86226-998-3

			https://books.google.de/books?hl=de&lr=&id=ou-xCwAAQBAJ&oi=fnd&pg=PP1&q=b%C3%BCrgerschaftliches+engagement+Mobilit%C3%A4t+und+Barrierefreiheit&ots=eHO-liSkINM&sig=6ELXWeyBE-FlfMzjKrlcwR1vL-hI#v=one-page&q&f=false
Katja Linnenschmidt	„Der Zusammenhang von Mobilität und Technik im Alter – Ergebnisse eines europäischen Projektes“		http://link.springer.com/chapter/10.1007/978-3-658-12484-7_18
Zukunftskongress der Aktion Mensch	„Selbstbestimmtes Leben in sozialen Räumen und Beziehungen“		https://www.aktion-mensch.de/zukunftskongress/kongress/themen/selbstbestimmtes-leben.php
BMBF	Demographie-Werkstattgespräch in Frankfurt: „Mit guter Pflege zu mehr Lebensqualität.“ (Dokumentation/Materialsammlung)		http://www.technik-zum-menschen-bringen.de/dateien/service/materialsammlung-werkstattgespraeche-mit-guter-pflege-mehr-lebensqualitaet.pdf

ADAC	ADAC Studie zur Mobilität: „Mobilität sichert Entwicklung. Herausforderungen für den ländlichen Raum.“		https://www.adac.de/_mmm/pdf/fi_mobilitaet%20sichert_entwicklung_studie_0316_259064.pdf
Pia Gerhards, Annette Spellberg	„Partizipative Planung mit Seniorinnen und Senioren am Beispiel von Zukunftswerkstätten in Pirmasens“		http://link.springer.com/article/10.1007/s13147-011-0083-5
Sabine Dummert, Peter-Georg Albrecht, Jürgen Wolf, Hendrik Nolde	„Altersgerecht, barrierefrei, seniorenfreundlich... Oder doch besser integrativ und inklusiv?“		http://link.springer.com/article/10.1007/s12054-015-0004-x
Thibault Mouleart, Suzanne Garon (Hg.)	„Age-Friendly Cities and Communities in International Comparison“		http://link.springer.com/book/10.1007/978-3-319-24031-2 https://books.google.de/books?hl=de&lr=&id=VWkiCwAAQBAJ&oi=fn

			d&pg=PR7&dq=Co-production+of+seniors+in+age-friendly+environments&ots=yMzH8A051-&sig=cSjgTLmMI57q2Mf5EhQws51bElE#v=onepage&q=Co-production%20of%20seniors%20in%20age-friendly%20environments&f=false
AGE Platform Europe	“AFE-INNOVNET TOWARDS AN AGE-FRIENDLY EUROPE”		http://www.afeinnovnet.eu/sites/default/files/AFE-INNOVNET_D4.3_PRINTED-VERSION.pdf http://www.age-platform.eu/images/stories/Publications/AGE_AR_2014_EN.pdf http://www.age-platform.eu/publication-type/other-publications http://agefriendlyeurope.org/sites/default/files/Covenant_brochure.pdf
Berlin-Institut für Bevölkerung und Entwicklung	„Die demographische Lage der Nation. Was freiwilliges Engagement für die Regionen leistet.“		http://www.berlin-institut.org/fileadmin/user_upload/Die_demografische_Lage_2011/D-Engagement_online.pdf
bpb	„Demografischer Wandel“		http://www.bpb.de/nachschlagen/zahlen-und-fakten/soziale-situation-in-deutschland/147368/themengrafik-demografischer-wandel
Bertelsmann Stiftung	„Koproduktionen in Deutschland. Studie zur aktuellen Lage und den Potenzialen einer partnerschaftlichen Zusammenarbeit zwischen Kommunen und Bürgerinnen und Bürgern.“		https://www.bertelsmann-stiftung.de/fileadmin/files/user_upload/Studie_Koproduktion_in_Deutschland_Web.pdf

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.
Innenministerium NRW	„Mobilität im Alter: Probleme und Perspektiven“ Aims: Information about the demographic change and its consequences → Issue: Mobility in old age: problems and perspectives		https://www.uni-due.de/~qpd402/alt/texte.ml/Senioren.html
BMFSFJ	„Alter schafft Neues - Aktiv im Alter“ Aims: Expanding the opportunities for older people to help shape and co-decide in municipalities Building social responsibility roles Improvement of the age picture in society Strengthening generational cohesion Securing local public services Redefinition of quality of life in municipalities		https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/programm--alter-schafft-neues---aktiv-im-alter--ins-leben-gerufen/77526?view=DEFAULT https://www.bmfsfj.de/blob/77528/e7960489464a998b26184b9a61547225/programmkonzeption-aktiv-im-alter-data.pdf https://www.bmfsfj.de/blob/77530/d3a0683e5aa75c5e424ddd2ce2e1fb1/gemeinsame-erklaerung-programm-aktiv-im-alter-data.pdf
BMFSFJ	“Aktionsplan zur Umsetzung der UN-Behindertenrechtskonvention”		https://www.bmfsfj.de/blob/99454/9eb0087a9ae41b271bfa61a70693fa25/aktionsplan-inklusion-data.pdf

	→ Issue: Action plan on the implementation of the UN Disability Equality Convention		
BMFSFJ	<p>“Leben und Wohnen für alle Lebensalter. Bedarfsgerecht barrierefrei, selbstbestimmt”</p> <p>Aims: providing information and educational work to reduce barriers in everyday life</p> <p>→ Issue: practical examples and guidance</p>		http://www.baumodelle-bmfsfj.de/BMFSFJ_2009_LebenundWohnenfueralleLebensalter.pdf
BMFSFJ	<p>“Wohnen für (Mehr)Generationen Gemeinschaft stärken – Quartier beleben“</p> <p>Aims: information about (multi)generational communities</p> <p>→ Issue: (i.a.) age-friendly and accessible living</p>		https://www.bmfsfj.de/blob/95546/7e8316d118d12a6e5f5cf5cf1a48c8e9/wohnen-fuer-generationen-data.pdf
BMVI	<p>“Anpassungsstrategien zur regionalen Daseinsvorsorge. Empfehlungen der Facharbeitskreise Mobilität, Altern und Bildung”</p> <p>Aims: (i.a.) information about age, mobility and accessibility</p> <p>→ Issue: civic autonomy in old age</p>		http://www.bbsr.bund.de/BBSR/DE/Veroeffentlichungen/BMVI/MORO-Praxis/2015/DL_MORO_Praxis_2_15.pdf?__blob=publicationFile&v=4
BMFSFJ + Lebendige Stadt	<p>„Die barrierefreie Stadt – Eigenständigkeit, Mobilität, Teilhabe.“</p> <p>Aims: awards for cities/communities which stand out due to accessibility and an age-friendly environmental design</p>		http://www.lebendige-stadt.de/web/template2neu.asp?sid=535&nid=&cof=227

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.
Verkehrsclub Deutschland (VCD)	„Mobil bleiben“ (bis 2015: Arbeitskreis »Seniorenmobilität«) Aims: public transport is to be extended and designed service-friendly	Web	https://www.vcd.org/themen/mobil-im-alter/
Verkehrsclub Deutschland (VCD)	„Klimaverträglich mobil 60+“ Aims: project “supports older people in everyday life and on journeys to act as climate-friendly as possible“	Web	https://60plus.vcd.org/429.html
Fachverband Fußverkehr Deutschland (FUSS e.V.)	„Senioren-sicher-mobil“ Aims: promotion of a dignified and independent life and of the participation in social and cultural life → Issue: mobility and traffic safety	Web	http://www.senioren-sicher-mobil.de/index.php/seniorensichermobil/senioren
Kreisseniorenrat Esslingen	„Wohnberatung im Kreis Esslingen“ Aims: promotion of accessible residences by the use of educational work and support with concrete problems	Web	http://landesseniorenbeirat-mv.de/Downloads/Publicationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Seniorenvertretung Pankow von Berlin	„Wohnen im Alter“ Aims: providing information and umpiring → Issue: (i.a.) age-friendly adaptation to residences and the design of a residential environment for older people	Web	http://landesseniorenbeirat-mv.de/Downloads/Publicationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
	„Seniorenfreundlicher Handel“ Aims: “The Aim is to put the trade on enquiry, that the circle of costumer is getting older and that one has to react to the special needs of older people.” → Issue: Depletion of barriers in the concrete living environment (retail sector)		http://www.verlag-apercu.de/nc/verlagsprogramm/alle-broschueren/select_category/pankow-2.html

Seniorenrat Darmstadt	„Seniorenfreundlicher Betrieb“ Aims: certification of senior-friendly enterprises → Issue: Depletion of barriers in the city	Web	http://www.seniorenrat-darmstadt.de/index.php/aktivitaeten/seniorenfreundlicher-betrieb
Seniorenbeirat + Seniorenclub + Stadt Freiburg	„Generationsübergreifender Spiel- und Bewegungsplatz“ Aims: promotion and maintenance of mobility and public community centers → Issue: securing mobility and social contacts	Web	http://landesseniorenbeirat-mv.de/Downloads/Publicationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Seniorenbeirat Landkreis Rügen (+ stell. Landrätin des Landkreises Rügen)	„Seniorenstrukturkonzept“ Aims: reparation/development of political, age-friendly concepts → Issue: concepts of seniors for senior citizens' councils and for political advice	Web	
Landes-Seniorenbeirat Hamburg + Kultursenatorin Hamburg (Prof. Dr. Karin von Welck)	„Senioren Kulturführer“ Aims: Securing “participation of older people in Hamburgs' cultural variety“ → Issue: information about accessible and age-friendly public institutions in Hamburg	Web	
„Barrierefrei Leben e.V.“ [Eigenständiger Verein gegründet von: Landesseniorenbeirat Hamburg + Stadt Hamburg (Seniorenkoordinatorin für die Gleichstellung behinderter Menschen)]	„Barrierefrei Leben“ Aims: Depletion of barriers in daily living environment → Sector: city and public buildings/institutions	Web	http://barrierefrei-leben.de/
Seniorenbeirat der Stadt Schöningen	„Seniorenspielplatz“ Aims: promotion and maintenance of mobility and public community centers → Issue: securing mobility and social contacts		http://landesseniorenbeirat-mv.de/Downloads/Publicationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Kreissenjorenrat Schaumburg	„Seniorentaxi“ Ziel: securing mobility at times “when there is no supply of bus lines.“		https://www.schaumburg.de/senioren-taxi/

	→ Issue: mobility for older people in rural regions		
Seniorenbeirat Gladbeck	„Barrierefreier Zugang zum Westbahnhof“ Aims: accessible entry to the west station in Gladbeck		http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Kreissenorenvertretung Saalekreis e.V.	„Seniorenfreundlicher Service“ Aims: certification of senior-friendly enterprises → Issue: depletion of barriers in the city		http://kreissenoren.saalekreis.de/arg.html
Seniorenbeirat der Gemeinde Altenholz	„Lotsendienst für Senioren“ Aims: support for older people → Issue: „information and advice for older people; „e.g. issues of the nursing care insurance about adaptation to residences and qualified case management.		http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Deutsche Seniorenliga	Aims: „Development, promotion and realization of projects and measures, which are adequate to preserve, reinforce and establish the individual livability of older people as well as their social concerns and options, as respected, equal and autonomous citizens.“ → educational and supportive work (also on a political level)		http://www.deutsche-seniorenliga.de/
Lebendige Stadt - BMFSFJ	„Die barrierefreie Stadt – Eigenständigkeit, Mobilität, Teilhabe.“ Aims: awards for cities/communities which stand out due to accessibility and an age-friendly environmental design		http://www.lebendige-stadt.de/web/template2neu.asp?sid=535&nid=&cof=227
BMFSFJ	„Anlaufstellen für ältere Menschen“ Aims: promotion of projects (overall approx. 300), “which support independent living and life in old age.“		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580
			https://www.serviceportal-zuhause-im-alter.de/programme/programm-anlaufstellen-fuer-aeltere-menschen.html
			https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/interessenbekundungsverfahren-zum-

			programm--anlaufstellen-fuer-aeltere-menschen--gestartet/78170?view=DEFAULT
BMFSFJ + FORUM Gemeinschaftliches Wohnen e.V., Bundesvereinigung	„Gemeinschaftlich wohnen, selbstbestimmt leben“ Aims: promotion of independence and autonomy “also in old age“ → promotion of projects for innovative concepts of living		http://wohnprogramm.fgw-ev.de/
			https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/bis-zum-31--mai-bewerben--modellprojekt--gemeinschaftlich-wohnen--selbstbestimmt-leben-/97324?view=DEFAULT
BMFSFJ + Mietergenossenschaft SelbstBau eG	„Musterhaus Generationenwohnen - Sredzki 44“ Aims: providing information and educational work for an accessible, age-friendly living as well as practical implementation → Issue: practical implementation of a multigenerational house + expansion of a centre of information and advice		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580
			https://www.serviceportal-zuhause-im-alter.de/wohnen/musterhaus-generationenwohnen-sredzki-44.html
			https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/wo-alle-generationen-wohnen/111586
BMFSFJ	„Altersgerecht Umbauen“ Aims: “depletion of barriers in existing residences“ → Issue: examination and approval of subsidies to practically implement an accessible residential environment		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580
			http://www.bmub.bund.de/themen/stadt-wohnen/wohnraumfoerderung/altersgerecht-wohnen/foerderprogramm-altersgerecht-umbauen/
Fachstelle Zukunft Alter (Arnsberg)	„Potenziale Älterer nutzen“ Aims: “developing potential, knowledge and experience of older generations for the civic society“ → Issue: older people develop projects as “experts of their own thing“ and/or appear as facilitators between (private) persons, institutions and authorities		https://www.wegweiser-kommune.de/projekte/kommunal/arnsberg-potenziale-alterer-nutzen
			https://www.arnsberg.de/zukunft-alter/
Älter werden in Eching e.V	„Echlingen – Alten Service Zentrum“ Aims: „Facilitation of the aging process in the middle of the urban society		https://www.wegweiser-kommune.de/projekte/kommunal/eching-alten-service-zentrum

	→ Issue: depletion of barriers and promotion of mobility in old age		
Landkreis Diepholz	„Kümmern statt Kummer – Alter hat Zukunft“ Aims: promotion of an autonomous life in old age → Issue: promotion of the depletion of barriers and mobility impairments (especially at home)		https://www.wegweiser-kommune.de/projekte/kommunal/landkreis-diepholz-kummern-statt-kummer-alter-hat-zukunft
Bremer Heimstiftung	„Haus im Viertel“ Aims: promotion of an autonomous life in old age → Issue: promotion of the depletion of barriers and mobility impairments (especially at home)		https://www.wegweiser-kommune.de/projekte/kommunal/bremen-haus-im-viertel-
Geschäftsstelle Gesundheitskonferenz/Gesundheitsamt in Essen	„Mehr Bewegung im Alltag! – Willst DU mit mir gehen?“ Aims: promotion of “active aging”; „mobilization of civic engagement “from seniors to seniors”; “maintaining and creating familiarity with the district“ → Issue: “from seniors to seniors“ promotion of health and mobility and depletion of barriers (as experts of their own environment)		https://www.wegweiser-kommune.de/projekte/kommunal/essen-mehr-bewegung-im-alltag-willst-du-mit-mir-gehen-
Intergenerationelles Netzwerk	„Dorfgemeinschaft“ Aims: “making the parish as an living environment and community come alive“; promotion of civic engagement in parish; “improving the living conditions and the living environment of seniors“ → Issue: accessible design of the living environment in the parish		https://www.wegweiser-kommune.de/projekte/kommunal/amtzell-intergenerationelles-netzwerk

Annex 2: Results of expert interviews in Germany

Working area of experts

E1: Senior Citizen's Office (mobile home advice) in Hanau

E2: Honorary agency Hanau; honorary activities as: guide for historical city tours in Hanau and messenger for the local parish newsletter

E3: Older-citizen-consulting Hanau

E4: Senior Citizen's Office (mobile home advice) in Hanau

E5: Citizen with restricted mobility (Expert of her own environment)

E6: Senior Citizen's Councils (+ four honorary activities for and with older people)

E7: Senior Citizen's Councils

E8: Honorary activities as evaluator for residential homes for older people (HVZ), former doctor

E9: Honorary activities as evaluator for residential homes for older people (HVZ)

E10: Senior Citizen's Councils

E11: Senior Citizen's Councils

E12: Senior Citizen's Councils (responsible for mobility) in Hanau

Function of experts

E1: Honorary: Enlightenment and practical help for older people

E2: Honorary: organization of events for older people and contact person for older people

E3: Honorary: consulting for older citizen

E4: Honorary: person of contact and consulting for older people

E5: Citizen

E6: Honorary: Consulting and support of older citizens, organization of events, public relations, political participation

E7: Honorary: Consulting and support of older citizens, organization of events, public relations

E8: Evaluator for residential homes for older people in Hessen (near and in Hanau)

E9: Evaluator for residential homes for older people in Hessen (near and in Hanau)

E10: Honorary: Consulting and support of older citizens, organization of events, public relations

E11: Honorary: Consulting and support of older citizens, organization of events, public relations

E12: Honorary: Consulting and support of older citizens, organization of events, public relations, responsible for the topic mobility in Hanau

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

E1: Accessibility environment (e.g. ramps buildings); age-friendly infrastructure [especially age-friendly bus services (e.g. nearby bus stops, ramps and the possibility of mechanical lowering) and well maintained cycle paths]; nearby offers for older people; a good lighting of the public green areas, streets and squares (safe accessibility and good orientation and to ensure safety)

E2: Nearby public transport services; financial security is necessary for social participation; self-awareness; social connections in the local community (stable family and social involvement); interest in social participation; good physical constitution (necessary condition to engage older people)

E3: Social contacts and the possibility to interact with other people; accessibility environment; age-friendly use of modern technologies [Keywords: overload and overly high anonymity because of technologies ("lowtech instead of hightech")]; nearby and age-friendly shops are more important than affordable delivery services for older people because of the social interaction in everyday life

E4: Good physical constitution; interest in social participation

E5: Age-friendly apartments, accessibility environment (e.g. elevator); accessibility infrastructure (e.g. nearby shops, buses, etc.)

E6: Nearby public transport services; accessibility environment; support of social participation: (e.g.) more detailed information for social, age-friendly offers (especially for new members of the community); better and more detailed information for those who want to become active as honorary (more public relations)

E7: Increasing the mobility for the older people: (e.g.) affordable taxis, expansion of the public traffic network, accessibility of public transport services or affordable electric vehicles, financial security, good physical constitution, nearby shops or affordable delivery services

E8: More detailed information for social, age-friendly offers in: (e.g.) newspaper, flyer, local parish newsletter, notice-board; accessibility environment especially for people with rollators

E9: Accessibility environment; the needs of older people must become more appreciated in society and the local community; more detailed information for social, age-friendly offers; appropriate offers for older people (in many cases the offers are not age-friendly, but for younger people)

E10: Expansion of the public traffic network (more frequently); nearby offers for older people; accessibility environment

E11: Mobility (e.g. driver licence, willingness to use means of transportation); affordable public transport services; financial security; courage to accept and ask for financial and social support; accessibility environment

E12: Mobility; good physical constitution; multipliers in health-care sector; accessibility environment (e.g. access to the doctors's office, public transport services)

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

E1: Better transport links to public facilities; better lighting of the public spaces; more nearby offers for older people with limited mobility

E2: Expansion of the age-friendly environment (accessible environment); better support of social participation; affordable and nearby transportation services

E3: Expansion of the age-friendly environment: (e.g.) accessible environment, better optical and acoustic signals and age-friendly signs (optical font); improvement of safety measures (better integration of refugees and subcultures)

E4: Expansion of the age-friendly environment (accessible environment); better transport links to public facilities

E5: Expansion of the age-friendly environment: (e.g.) more age-friendly and affordable parking spaces, accessible environment

E6: Expansion of the age-friendly environment: (e.g.) age-friendly buses and toilets, more benches in public areas; rollator-training: learn to communicate with the bus driver and to access the transport services

E7: Age-friendly and affordable social infrastructure; expansion nearby shops or affordable delivery services (minimum purchase and delivery costs are too high)

E8: Expansion of the age-friendly environment: (e.g.) rollator-friendly and handicapped accessible, better age-friendly signs (optical font, explicit logo, paint mark), more age-friendly toilets in public areas and buildings (rollator-friendly)

E9: Expansion of the age-friendly environment: (e.g.) more age-friendly elevators and toilets (rollator-friendly); affordable offers for older people (discount cards like the Canadian "Senior-Citizen' Card")

E10: Expansion of the age-friendly environment: (e.g.) rollator-friendly and handicapped accessible, no stairs; better transport links to public facilities (more frequently)

E11: Expansion of the age-friendly environment: (e.g.) age-friendly signs (especially bigger timetables at bus stations), free public toilets, accessible environment; affordable offers for older people (senior bus tickets); more consideration for older people (seat offers in public transport)

E12: Expansion of the age-friendly environment: (e.g.) accessible environment (elevators), free and accessible public toilets

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: Representatives for people with disabilities; Senior Citizen's Councils; ombudsman; consumer advice center (not available in Hanau/ unknown)

E2: Senior Citizen's Councils; senior citizen's office; social administration of Hanau; neighborhood initiatives (local initiatives unknown)

E3: Senior citizen's office; Senior Citizen's Councils; neighborhood initiatives; consulting services for private environment ("Wohnraumberatung"); honorary agency Hanau; representative for people with disabilities

E4: Senior citizen's office; (possibly) "Cityshop"

E5: Unknown possibilities

E6: Senior citizen's office; social association (VdK); Senior Citizen's Councils; neighborhood initiatives

E7: Senior Citizen's Councils

E8: Senior Citizen's Councils; ombudsman; prevention counsellor (Main-Taunus-Kreis); consumer advice center

E9: Social association (VdK); Senior Citizen's Councils; municipal council; political parties

E10: Local councils; Senior Citizen's Councils

E11: Senior Citizen's Councils; municipality; mayor; neighborhood initiatives

E12: Senior Citizen's Councils; local council;

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: Senior Citizen's Office (mobile home advice) in Hanau; representative for people with disabilities; Senior Citizen's Councils; ombudsman

E2: Neighborhood initiatives; "narrative cafés" (Erzählcafés); Senior Citizen's Councils; social administration of Hanau

E3: Senior citizen's office, consulting services for private environment ("Wohnraumberatung")

E4: Senior Citizen's Office (excursions for seniors, rollator-training, language courses, etc.)

E5: Senior citizen's office; supervised residential area "Martin-Luther-Stift"

E6: Senior citizen's office: (e.g.) computer courses (from older people for older people); "People-of-Hanau" (inclusion projects); "cultural-loge" of Hanau (varied cultural offers)

E7: Neighborhood initiatives of Hanau; "International-Womens-Club" of Sofia (Bulgaria)

E8: Prevention counsellor (former members of the police, fire brigade, window locksmiths guiding and training older people in the topics: security and safeness); pflegix (online portal)

E9: "Business promotion" [("Wirtschaftsförderung") former business men and –women training younger people in the topics: business plans, start-up, etc.); exchange platform for volunteers (not just for older people, but older people can use their personal experience, getting social contacts and getting active)

E10: Local councils; Senior Citizen's Councils

E11: Senior Citizen's Councils (rollator-training, memory training); "narrative cafés" (Erzählcafés), multigenerational house

E12: Senior citizen's office; neighborhood initiatives; "People-of-Hanau" (inclusion projects)

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 this city, other cities or regions?

E1: Positive, as long as politic is included (e.g. justified and written feedback about possibility of implementation, ‘10-point plan’)

E2: Positive, since participants can make new contacts but also challenging (e.g. organisation, funding, time management, missing knowledge)

E3: Positive, since it is necessary to raise awareness of older people and to give the possibility of participation for older people

E4: Positive, since it improves the accessibility to public institutions

E5: Positive, but already implemented in Hanau (exception: accessibility to medical practices, since elevators are often missing)

E6: Positive, since it is helpful to have somebody to manage age-relevant problems

E7: Positive, since it can replace decreasing family support but also challenging (probably little willingness)

E8: Positive, since Mobility Scouts are experts, can replace decreasing family support and can serve as prime mover to motivate others

E9: Positive, but similar projects already existed in Hanau

E10: Neutral, since Hanau has already active Senior Citizen’s Councils and citizens should not be overloaded with too many different groups

E11: Positive, but challenging (difficult to motivate and find Scouts, possible absence of Scouts)

E12: Positive, since there are lots of potential volunteers

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: Communication skills; preparedness for conflicts; training for possible disputes and conflicts; knowledge about administrative structures; local networking/integration; skill to be a 'door opener', patience/endurance, resistance against setbacks

E2: Health; mobility; life and work experience; communication skills; self-confident appearance; specialist skills (e.g. technical)

E3: Professional skills (e.g. architects in consulting services for private environment); political contacts; social skills; willingness to strengthen the community; team player

E4: Proactive (willingness to openly engage with others); openness; preparedness for conflicts; assertiveness

E5: No statement about skills or competences

E6: Psychological training; empathy; assertiveness; local knowledge; reachability; social network, mobility; willingness to be mobile

E7: Altruism; need and willingness to help others; mobility; time; specialist skills (e.g. experience in custodial or domestic aid)

E8: Communication skills; empathy; positive attitude; social skills; proactive (willingness to openly engage with others)

E9: Leadership skills; communication skills; supportive (motivating)

E10: Health; administrative skills and experience (knowledge about responsibilities in offices); attentive

E11: Impartiality; politeness; adequate tone; ability to take criticism; digital competences

E12: Life experience; friendly appearance; maybe interconnection with Senior Citizen's Councils; willingness to communicate

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: Evaluation of accessibility in districts (e.g. Hanau: deficient access to senior citizen's office)

E2: Projects to keep older people active and up to date (e.g. technical or computer courses); establishing places of exchange and mutual support (e.g. Repair-Café)

E3: Evaluation and improvement of accessibility (e.g. deficient access to office of the representative for people with disabilities)

E4: Implementation of projects with support of neighborhood initiatives

E5: No statement

E6: Support of ongoing projects; projects to support older people with administrative issues (e.g. health insurance, application forms)

E7: Support (mobility, care, shopping, organisation, administrative issues);

E8: Projects which connect mobility and mind (e.g. historic city tours, day trips, 'travelling without luggage')

E9: N.A.

E10: No concrete ideas which are not already implemented

E11: Expansion of the neighborhood initiative (advertisement, information about existence, networking); civic buses („Bürgerbusse“)

E12: Expansion of delivery services; evaluation of services and offers; venue („Begegnungscafé“); special train/connection to get to shopping centers („Einkaufsbahn“)

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: N.A.

E2: N.A.

E3: N.A.

E4: N.A.

E5: N.A.

E6: N.A.

E7: N.A.

E8: N.A.

E9: Local cultural or cognitive offers; supply project for pet owners (in case of their temporary sickness or their temporary inability to care for their pets)

E10: N.A.

E11: N.A.

E12: N.A.

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

E1: Coaching/supervision; clear task description, information about employer (e.g. city) and about general conditions (e.g. possible refunds, insurance protection); constant exchange between Mobility Scouts

E2: Mental support (e.g. appreciation); logistic requirements (e.g. room, equipment, contact person); reimbursement of costs (e.g. travel expenses)

E3: (Financial) support in public relations, logistic requirements (e.g. room, equipment)

E4: Financial support; distribution of responsibilities

E5: No statement

E6: Access to information platforms; appreciation and public awareness of Mobility Scouts; logistic requirements (e.g. office, common rooms to hold surgeries)

E7: Financial support; appreciation; information about general conditions

E8: Advertisement; logistic requirements (e.g. materials: computer, internet; central office: coordination); financial support; appreciation; exchange between Mobility Scouts; statistics and evaluation about possible improvements; integration in 'Scout AG' in community

E9: Financial support; importance of public awareness of the Mobility Scouts, to get financial support, attention and to find contact persons; logistic requirements (e.g. place to hold surgeries, computer, telephone); coaching (e.g. dealing with means of communication)

E10: Support of administrative bodies; networking with city council and senior citizen's council

E11: Logistic requirements (room); financial support and time to make mistakes („learning by doing“)

E12: Support of municipal council; support of/inclusion in Senior Citizen's Councils

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

E1: Political mandate, since implementation cannot be achieved without political support

E2: Advertisement [e.g. (parish) newspaper], to inform the community; support of community and mayor

E3: Integration into municipal politics

E4: Support of the M.S., from someone who knows about necessary competences

E5: No statement

E6: Contact to the mayor

E7: Political attention and support; appreciation

E8: Integration into neutral office (e.g. community, administrative district office, independent institution)

E9: Integration into political office; communication platform

E10: Support of administrative bodies; networking with city council and Senior Citizen’s Councils

E11: Contact person

E12: Support of municipal council; support of/inclusion in Senior Citizen’s Councils

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: Important for politics, charity organisations, the management of retirement homes, companies and neighborhood initiatives; essentiell for age-friendly communities, since accessibility is not only important for the increasing number of old people but also for families and disabled people

E2: Interest depends on individuals and time (maybe higher demand during legislative period); possibly interest of local newspaper and senior citizen's council

E3: Functional interest of communities and companies because of the demographic change (to keep older people active and to avoid a social isolation) and because older people otherwise fall away as customers

E4: Important since many people need support; on behalf of communities and companies

E5: Important

E6: Large interest but linked with much effort and need of motivation; unimportant for those, who are not interested in commitment

E7: Interest exists but purpose might fail because of a lack of motivation to commit; institutional interest depends on a business idea

E8: Important, because of the increasing number of older people and to relieve the communities; maybe little interest because network already exists

E9: Interest depends on financial support or benefit for the community (e.g. project as an advertisement for the community); cooperation with organisations necessary to prevent rivalry and jealousy

E10: Important but only when Scouts stay in contact with city council or senior citizen's council

E11: Important for corporations, companies and public transport operator (to keep costumers)

E12: Important for companies and communes (to keep costumers and voter)

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: Neighborhood initiatives; multigenerational houses; family centers; private persons who are affected by barriers; public carriers of traffic; economy (city planning, housing industry)

E2: Senior Citizen's Councils; local newspaper

E3: Senior citizens' office

E4: Honorary in the senior citizens' office, possibly neighborhood initiatives

E5: Unknown

E6: Senior citizens' office; honorary agency Hanau; possibly neighborhood initiatives, private persons in city center

E7: Senior Citizen's Councils; private persons (when they get paid)

E8: Senior citizens home; social associations (AWO, German Red Cross)

E9: Social association (VdK); Senior Citizen's Councils; religious community; institutions (e.g. "EES": organisation, which places seniors and experts in projects)

E10: Neighborhood initiatives; Senior Citizen's Councils

E11: Churches; "narrative cafés" (Erzählcafés)

E12: Churches; Senior Citizen's Councils; political parties

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

E1: No statement

E2: Mobility Scout: no, because of age and other vounteer work

E3: Mobility Scout: no, only when expert has time

E4: Mobility Scout: yes

E5: Mobility Scout: no, because of an accident

E6: Stakeholder: absolutely; Mobility Scout: only when expert has time

E7: Mobility Scout: principally yes, but not possible because of bad health

E8: Mobility Scout: yes but only locally

E9: Mobility Scout: principally yes

E10: No statement

E11: Mobility Scout: no

E12: Mobility Scout: yes

Annex 1: Results of desk research in [country]

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.
BMFSFJ	„Mobilität und gesellschaftliche Partizipation im Alter“	Web	https://www.bmfsfj.de/bmfsfj/service/publikationen/sr-band-230-mobilitaet-und-gesellschaftliche-partizipation-im-alter/96284
			SR Band 230 – Teil I: https://www.bmfsfj.de/blob/94902/b7d7a91bbcd8045ce26a96a673a08351/prm-24097-sr-band-230---teil-i-data.pdf
			SR Band 230 – Teil II: https://www.bmfsfj.de/blob/94904/1cd0585df7e90f41be35737d4e8574de/prm-24098-sr-band-230---teil-ii-data.pdf
BMFSFJ	„ANBINDUNG – Abschlußbericht zum Forschungsprojekt: „Anforderungen Älterer an eine benutzergerechte Vernetzung individueller und gemeinschaftlich genutzter Verkehrsmittel.“		http://www.bundespruefstelle.de/RedaktionBMFSFJ/Broschuerenstelle/Pdf-Anlagen/PRM-24430-SR-Band-196,property=pdf,bereich=bmfsfj,sprache=de,rwb=true.pdf
BMFSFJ	„Ältere Menschen in Deutschland und der EU“		https://www.bmfsfj.de/bmfsfj/service/publikationen/aeltere-menschen-in-deutschland-und-der-eu/77944
			https://www.bmfsfj.de/blob/93214/95d5fc19e3791f90f8d582d61b13a95e/aeltere-menschen-deutschland-eu-data.pdf

Kassenärztliche Bundesvereinigung	<p>„BARRIEREN ABBAUEN“</p> <ul style="list-style-type: none"> - Aims: providing information and educational work to reduce barriers in everyday life → Issue: presentation of the concrete data situation, expert interviews and practical tips 	Web	http://www.kbv.de/html/barrierefreiheit.php
			http://www.kbv.de/media/sp/PraxisWissen_Barrieren_Abbauen.pdf
Netzwerk Verkehrssicheres Nordrhein-Westfalen	<p>„Mobilitätssicherung älterer Menschen – Praxisbeispiele“</p> <ul style="list-style-type: none"> - Aims: support of older peoples' work in local communities → Issue: providing information and educational work in regard to ensure mobility 		http://www.zukunftsnetz-mobilitaet.nrw.de/sites/default/files/downloads/massnahmenkatalog_senioren_gesamt.pdf
BertelsmannStiftung	<p>„Wegweiser Kommune“</p> <ul style="list-style-type: none"> - Aims: information platform for all local communities (information about concrete projects, data, civic engagement, etc.) → Issue: demographic change, education, social situation and integration 		wegweiser-kommune.de
			https://www.wegweiser-kommune.de/demographischer-wandel
Zentrum für zivilgesellschaftliche Entwicklung + Institut für Kooperationsmanagement und interdisziplinäre Forschung	„Bürgerschaftliches Engagement und Gesellschaftliche Teilhabe“		http://www.zze-freiburg.de/assets/pdf/Buergerschaftliches-Engagement-und-Gesellschaftliche-Teilhabe-nexus-zze.pdf
Elisabeth Heite	„Bürgerschaftliches Engagement älterer Menschen im Stadtteil. Gleiche Beteiligungschancen und Mitgestaltungsmöglichkeiten für alle?“		http://link.springer.com/book/10.1007/978-3-86226-998-3
			https://books.google.de/books?hl=de&lr=&id=ou-xCwAAQBAJ&oi=fnd&pg=PP1&dq=b%C3%BCrgerschaftliches+engagement+Mobilit%C3%A4t+und+Barrierefreiheit&ots=eHOLiSkINM&sig=6ELXWeyBEFlfMzjKrlcwR1vL-hl#v=onepage&q&f=false

Katja Linnenschmidt	„Der Zusammenhang von Mobilität und Technik im Alter – Ergebnisse eines europäischen Projektes“		http://link.springer.com/chapter/10.1007/978-3-658-12484-7_18
Zukunftskongress der Aktion Mensch	„Selbstbestimmtes Leben in sozialen Räumen und Beziehungen“		https://www.aktion-mensch.de/zukunftskongress/kongress/themen/selbstbestimmtes-leben.php
BMBF	Demographie-Werkstattgespräch in Frankfurt: „Mit guter Pflege zu mehr Lebensqualität.“ (Dokumentation/Materialsammlung)		http://www.technik-zum-menschen-bringen.de/dateien/service/materialsammlung-werkstattgespraeche-mit-guter-pflege-mehr-lebensqualitaet.pdf
ADAC	ADAC Studie zur Mobilität: „Mobilität sichert Entwicklung. Herausforderungen für den ländlichen Raum.“		https://www.adac.de/_mmm/pdf/fi_mobilitaet%20sichert_entwicklung_studie_0316_259064.pdf
Pia Gerhards, Annette Spellberg	„Partizipative Planung mit Seniorinnen und Senioren am Beispiel von Zukunftswerkstätten in Pirmasens“		http://link.springer.com/article/10.1007/s13147-011-0083-5
Sabine Dummert, Peter-Georg Albrecht, Jürgen Wolf, Hendrik Nolde	„Altersgerecht, barrierefrei, seniorenfreundlich... Oder doch besser integrativ und inklusiv?“		http://link.springer.com/article/10.1007/s12054-015-0004-x
Thibault Mouleart, Suzanne Garon (Hg.)	„Age-Friendly Cities and Communities in International Comparison“		http://link.springer.com/book/10.1007%2F978-3-319-24031-2 https://books.google.de/books?hl=de&lr=&id=VWkiCwAAQBAJ&oi=fnd&pg=PR7&dq=Co-production+of+seniors+in+age-friendly+environments&ots=yMzH8A051-&sig=cSjgTLmMI57q2Mf5EhQws5IbEIE#v=onepage&q=Co-production%20of%20seniors%20in%20age-friendly%20environments&f=false
AGE Platform Europe	“AFE-INNOVNET TOWARDS AN AGE-FRIENDLY EUROPE”		http://www.afeinnovnet.eu/sites/default/files/AFE-

			INNOVNET_D4.3_PRINTED-VERSION.pdf http://www.age-platform.eu/images/stories/Publications/AGE_AR_2014_EN.pdf http://www.age-platform.eu/publication-type/other-publications http://agefriendlyeurope.org/sites/default/files/Covenant_brochure.pdf
Berlin-Institut für Bevölkerung und Entwicklung	„Die demographische Lage der Nation. Was freiwilliges Engagement für die Regionen leistet.“		http://www.berlin-institut.org/fileadmin/user_upload/Die_demografische_Lage_2011/D-Engagement_online.pdf
bpb	„Demografischer Wandel“		http://www.bpb.de/nachschlagen/zahlen-und-fakten/soziale-situation-in-deutschland/147368/themengrafik-demografischer-wandel
Bertelsmann Stiftung	„Koproduktionen in Deutschland. Studie zur aktuellen Lage und den Potenzialen einer partnerschaftlichen Zusammenarbeit zwischen Kommunen und Bürgerinnen und Bürgern.“		https://www.bertelsmann-stiftung.de/fileadmin/files/user_upload/Studie_Koproduktion_in_Deutschland_Web.pdf

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.
Innenministerium NRW	„Mobilität im Alter: Probleme und Perspektiven“ Aims: Information about the demographic change and its consequences → Issue: Mobility in old age: problems and perspectives		https://www.uni-due.de/~qpd402/alt/texte.ml/Senioren.html
BMFSFJ	„Alter schafft Neues - Aktiv im Alter“ Aims: <ul style="list-style-type: none"> - Expanding the opportunities for older people to help shape and co-decide in municipalities - Building social responsibility roles - Improvement of the age picture in society - Strengthening generational cohesion - Securing local public services - Redefinition of quality of life in municipalities 		https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/programm--alter-schafft-neues---aktiv-im-alter--ins-leben-gerufen/77526?view=DEFAULT
			https://www.bmfsfj.de/blob/77528/e7960489464a998b26184b9a61547225/programmkonzeption-aktiv-im-alter-data.pdf
			https://www.bmfsfj.de/blob/77530/d3a0683e5aa75c5e424ddddd2ce2e1fb1/gemeinsame-erklaerung-programm-aktiv-im-alter-data.pdf
BMFSFJ	„Aktionsplan zur Umsetzung der UN-Behindertenrechtskonvention“ → Issue: Action plan on the implementation of the UN Disability Equality Convention		https://www.bmfsfj.de/blob/99454/9eb0087a9ae41b271bfa61a70693fa25/aktionsplan-inklusion-data.pdf
BMFSFJ	„Leben und Wohnen für alle Lebensalter. Bedarfsgerecht barrierefrei, selbstbestimmt“ Aims: providing information and educational work to		http://www.baumodelle-bmfsfj.de/BMFSFJ_2009_LebenundWohnenfueralleLebensalter.pdf

	<p>reduce barriers in everyday life → Issue: practical examples and guidance</p>		
BMFSFJ	<p>“Wohnen für (Mehr)Generationen Gemeinschaft stärken – Quartier beleben“ Aims: information about (multi)generational communities → Issue: (i.a.) age-friendly and accessible living</p>		https://www.bmfsfj.de/blob/95546/7e8316d118d12a6e5f5cf5cf1a48c8e9/wohnen-fuer-generationen-data.pdf
BMVI	<p>“Anpassungsstrategien zur regionalen Daseinsvorsorge. Empfehlungen der Facharbeitskreise Mobilität, Altern und Bildung“ Aims: (i.a.) information about age, mobility and accessibility → Issue: civic autonomy in old age</p>		http://www.bbsr.bund.de/BBSR/DE/Veroeffentlichungen/BMVI/MOROPraxis/2015/DL_MORO_Praxis_2_15.pdf?__blob=publicationFile&v=4
BMFSFJ + Lebendige Stadt	<p>„Die barrierefreie Stadt – Eigenständigkeit, Mobilität, Teilhabe.“ Aims: awards for cities/communities which stand out due to accessibility and an age-friendly environmental design</p>		http://www.lebendige-stadt.de/web/template2neu.asp?sid=535&nid=&cof=227

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.
Verkehrsclub (VCD)	Deutschland	„Mobil bleiben“ (bis 2015: Arbeitskreis »Seniorenmobilität«) Aims: public transport is to be extended and designed service-friendly	Web	https://www.vcd.org/themen/mobil-im-alter/
Verkehrsclub (VCD)	Deutschland	„Klimaverträglich mobil 60+“ Aims: project “supports older people in everyday life and on journeys to act as climate-friendly as possible“	Web	https://60plus.vcd.org/429.html
Fachverband Deutschland (FUSS e.V.)	Fußverkehr	„Senioren-sicher-mobil“ Aims: promotion of a dignified and independent life and of the participation in social and cultural life → Issue: mobility and traffic safety	Web	http://www.senioren-sicher-mobil.de/index.php/seniorensichermobil/senioren
Kreissenorenrat Esslingen		„Wohnberatung im Kreis Esslingen“ Aims: promotion of accessible residences by the use of educational work and support with concrete problems	Web	http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Seniorenvertretung von Berlin	Pankow	„Wohnen im Alter“ Aims: providing information and umpiring → Issue: (i.a.) age-friendly adaptation to residences and the design of a residential environment for older people	Web	http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
		„Seniorenfreundlicher Handel“ Aims: “The Aim is to put the trade on enquiry, that the circle of costumer is getting older and that one has to react to the special needs of older people.“		http://www.verlag-apercu.de/nc/verlagsprogramm/alle-broschueren/select_category/pankow-2.html

	→ Issue: Depletion of barriers in the concrete living environment (retail sector)		
Seniorenrat Darmstadt	„Seniorenfreundlicher Betrieb“ Aims: certification of senior-friendly enterprises → Issue: Depletion of barriers in the city	Web	http://www.seniorenrat-darmstadt.de/index.php/aktivitaeten/seniorenfreundlicher-betrieb
Seniorenbeirat + Seniorenclub + Stadt Freiburg	„Generationsübergreifender Spiel- und Bewegungsplatz“ Aims: promotion and maintenance of mobility and public community centers → Issue: securing mobility and social contacts	Web	http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bund_Land_und_Kommune_-_April.pdf
Seniorenbeirat Landkreis Rügen (+ stell. Landrätin des Landkreises Rügen)	„Seniorenstrukturkonzept“ Aims: reparation/development of political, age-friendly concepts → Issue: concepts of seniors for senior citizens' councils and for political advice	Web	
Landes-Seniorenbeirat Hamburg + Kultursenatorin Hamburg (Prof. Dr. Karin von Welck)	„Senioren Kulturführer“ Aims: Securing “participation of older people in Hamburgs' cultural variety” → Issue: information about accessible and age-friendly public institutions in Hamburg	Web	
„Barrierefrei Leben e.V.“ [Eigenständiger Verein gegründet von: Landesseniorenbeirat Hamburg + Stadt Hamburg (Seniorenkoordinatorin für die Gleichstellung behinderter Menschen)]	„Barrierefrei Leben“ Aims: Depletion of barriers in daily living environment → Sector: city and public buildings/institutions	Web	http://barrierefrei-leben.de/
Seniorenbeirat der Stadt Schöningen	„Seniorenspielplatz“ Aims: promotion and maintenance of mobility and		http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_

	public community centers → Issue: securing mobility and social contacts		_Politische_Partizipation_aelterer_Menschen_in_Bu nd,_Land_und_Kommune_-_April.pdf
Kreissenorenrat Schaumburg	„Seniorentaxi“ Ziel: securing mobility at times “when there is no supply of bus lines.” → Issue: mobility for older people in rural regions		https://www.schaumburg.de/senioren-taxi/
Seniorenbeirat Gladbeck	„Barrierefreier Zugang zum Westbahnhof“ Aims: accessible entry to the west station in Gladbeck		<a href="http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bu
nd,_Land_und_Kommune_-_April.pdf">http://landesseniorenbeirat- mv.de/Downloads/Publikationen/Seniorenvertretun gen_- _Politische_Partizipation_aelterer_Menschen_in_Bu nd,_Land_und_Kommune_-_April.pdf
Kreissenorenvertretung Saalekreis e.V.	„Seniorenfreundlicher Service“ Aims: certification of senior-friendly enterprises → Issue: depletion of barriers in the city		http://kreissenoren.saalekreis.de/arg.html
Seniorenbeirat der Gemeinde Altenholz	„Lotsendienst für Senioren“ Aims: support for older people → Issue: „information and advice for older people; „e.g. issues of the nursing care insurance about adaptation to residences and qualified case management.		<a href="http://landesseniorenbeirat-mv.de/Downloads/Publikationen/Seniorenvertretungen_-_Politische_Partizipation_aelterer_Menschen_in_Bu
nd,_Land_und_Kommune_-_April.pdf">http://landesseniorenbeirat- mv.de/Downloads/Publikationen/Seniorenvertretun gen_- _Politische_Partizipation_aelterer_Menschen_in_Bu nd,_Land_und_Kommune_-_April.pdf
Deutsche Seniorenliga	Aims: „Development, promotion and realization of projects and measures, which are adequate to preserve, reinforce and establish the individual livability of older people as well as their social concerns and options, as respected, equal and autonomous citizens.“ → educational and supportive work (also on a political level)		http://www.deutsche-seniorenliga.de/

Lebendige Stadt - BMFSFJ	<p>„Die barrierefreie Stadt – Eigenständigkeit, Mobilität, Teilhabe.“</p> <p>Aims: awards for cities/communities which stand out due to accessibility and an age-friendly environmental design</p>		http://www.lebendige-stadt.de/web/template2neu.asp?sid=535&nid=&cof=227
BMFSFJ	<p>„Anlaufstellen für ältere Menschen“</p> <p>Aims: promotion of projects (overall approx. 300), “which support independent living and life in old age.”</p>		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580 https://www.serviceportal-zuhause-im-alter.de/programme/programm-anlaufstellen-fuer-aeltere-menschen.html https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/interessenbekundungsverfahren-zum-programm--anlaufstellen-fuer-aeltere-menschen--gestartet/78170?view=DEFAULT
BMFSFJ + FORUM Gemeinschaftliches Wohnen e.V., Bundesvereinigung	<p>„Gemeinschaftlich wohnen, selbstbestimmt leben“</p> <p>Aims: promotion of independence and autonomy “also in old age”</p> <p>→ promotion of projects for innovative concepts of living</p>		http://wohnprogramm.fgw-ev.de/ https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/bis-zum-31--mai-bewerben--modellprojekt--gemeinschaftlich-wohnen--selbstbestimmt-leben-/97324?view=DEFAULT
BMFSFJ + Mietergenossenschaft SelbstBau eG	<p>„Musterhaus Generationenwohnen - Sredzki 44“</p> <p>Aims: providing information and educational work for an accessible, age-friendly living as well as practical implementation</p> <p>→ Issue: practical implementation of a multigenerational house + expansion of a centre of information and advice</p>		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580 https://www.serviceportal-zuhause-im-alter.de/wohnen/musterhaus-generationenwohnen-sredzki-44.html https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/wo-alle-generationen-wohnen/111586

BMFSFJ	„Altersgerecht Umbauen“ Aims: “depletion of barriers in existing residences” → Issue: examination and approval of subsidies to practically implement an accessible residential environment		https://www.bmfsfj.de/bmfsfj/themen/aeltere-menschen/zuhause-im-alter-soziales-wohnen/zuhause-im-alter---wohnen-im-alter/75580
			http://www.bmub.bund.de/themen/stadt-wohnen/wohnraumfoerderung/altersgerecht-wohnen/foerderprogramm-altersgerecht-umbauen/
Fachstelle Zukunft Alter (Arnsberg)	„Potenziale Älterer nutzen“ Aims: “developing potential, knowledge and experience of older generations for the civic society” → Issue: older people develop projects as “experts of their own thing” and/or appear as facilitators between (private) persons, institutions and authorities		https://www.wegweiser-kommune.de/projekte/kommunal/arnsberg-potenziale-alterer-nutzen
			https://www.arnsberg.de/zukunft-alter/
Älter werden in Eching e.V	„Echlingen – Alten Service Zentrum“ Aims: „Facilitation of the aging process in the middle of the urban society” → Issue: depletion of barriers and promotion of mobility in old age		https://www.wegweiser-kommune.de/projekte/kommunal/eching-alten-service-zentrum
Landkreis Diepholz	„Kümmern statt Kummer – Alter hat Zukunft“ Aims: promotion of an autonomous life in old age → Issue: promotion of the depletion of barriers and mobility impairments (especially at home)		https://www.wegweiser-kommune.de/projekte/kommunal/landkreis-diepholz-kummern-statt-kummer-alter-hat-zukunft
Bremer Heimstiftung	„Haus im Viertel“ Aims: promotion of an autonomous life in old age → Issue: promotion of the depletion of barriers and mobility impairments (especially at home)		https://www.wegweiser-kommune.de/projekte/kommunal/bremen-haus-im-viertel-

Geschäftsstelle Gesundheitskonferenz/Gesundheitsamt in Essen	„Mehr Bewegung im Alltag! – Willst DU mit mir gehen?“ Aims: promotion of “active aging”; „mobilization of civic engagement “from seniors to seniors”; “maintaining and creating familiarity with the district” → Issue: “from seniors to seniors” promotion of health and mobility and depletion of barriers (as experts of their own environment)		https://www.wegweiser-kommune.de/projekte/kommunal/essen-mehr-bewegung-im-alltag-willst-du-mit-mir-gehen-
Intergenerationelles Netzwerk	„Dorfgemeinschaft“ Aims: “making the parish as an living environment and community come alive”; promotion of civic engagement in parish; “improving the living conditions and the living environment of seniors” → Issue: accessible design of the living environment in the parish		https://www.wegweiser-kommune.de/projekte/kommunal/amtzell-intergenerationelles-netzwerk

Annex 2: Results of expert interviews in Germany

Working area of experts

- E1: Senior citizen's office (mobile home advice) in Hanau
- E2: Honorary agency Hanau; honorary activities as: guide for historical city tours in Hanau and messenger for the local parish newsletter
- E3: Older-citizen-consulting Hanau
- E4: Senior citizen's office (mobile home advice) in Hanau
- E5: Citizen: restricted mobility (Expert of her own environment)
- E6: Senior citizens' council (+ four honorary activities for and with older people)
- E7: Senior citizens' council
- E8: Honorary activities as evaluator for residential homes for older people (HVZ), former doctor
- E9: Honorary activities as evaluator for residential homes for older people (HVZ)
- E10: Senior citizens' council
- E11: outstanding
- E12: outstanding

Function of experts

- E1: Honorary: Enlightenment and practical help for older people
- E2: Honorary: organization of events for older people and contact person for older people
- E3: Honorary: consulting for older citizen
- E4: Honorary: person of contact and consulting for older people
- E5: Citizen
- E6: Honorary: Consulting and support of older citizens, organization of events, public relations, political participation
- E7: Honorary: Consulting and support of older citizens, organization of events, public relations
- E8: Evaluator for residential homes for older people in Hessen (near and in Hanau)
- E9: Evaluator for residential homes for older people in Hessen (near and in Hanau)
- E10: Honorary:
- 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 environment (e.g. ramps buildings); age-friendly infrastructure [especially age-friendly bus services (e.g. nearby bus stops, ramps and the possibility of mechanical lowering) and well maintained cycle paths]; nearby offers for older people; a good lighting of the public green areas, streets and squares (safe accessibility and good orientation and to ensure safety)

E2: Nearby public transport services; financial security is necessary for social participation; self-awareness; social connections in the local community (stable family and social involvement); interest in social participation; good physical constitution (necessary condition to engage older people)

E3: Social contacts and the possibility to interact with other people; accessibility environment; age-friendly use of modern technologies [Keywords: overload and overly high anonymity because of technologies (lowtech instead of hightech)]; nearby and age-friendly shops are more important than affordable deliver services for older people because of the social interaction in everyday life

E4: Good physical constitution; interest in social participation

E5: Age-friendly apartments, accessibility environment (e.g. elevator); accessibility infrastructure (e.g. nearby shops, buses, etc.)

E6: Nearby public transport services; accessibility environment; support of social participation: (e.g.) more detailed information for social, age-friendly offers (especially for new members of the community); better and more detailed information for those who want to become active as honorary (more public relations)

E7: Increasing the mobility for the older people: (e.g.) affordable taxis, expansion of the public traffic network, accessibility of public transport services or affordable electric vehicles, financial security, good physical constitution, nearby shops or affordable delivery services

E8: More detailed information for social, age-friendly offers in: (e.g.) newspaper, flyer, local parish newsletter, notice-board; accessibility environment especially for people with rollators

E9: Accessibility environment; the needs of older people must become more appreciated in society and the local community; more detailed information for social, age-friendly offers; appropriate offers for older people (in many cases the offers are not age-friendly, but for younger people)

E10: Expansion of the public traffic network (more frequently); nearby offers for older people; accessibility environment

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: Better transport links to public facilities; better lighting of the public spaces; more nearby offers for older people with limited mobility

E2: Expansion of the age-friendly environment (accessible environment); better support of social participation; affordable and nearby transportation services

E3: Expansion of the age-friendly environment: (e.g.) accessible environment, better optical and acoustic signals and age-friendly signs (optical font); improvement of safety measures (better integration of refugees and subcultures)

E4: Expansion of the age-friendly environment (accessible environment); better transport links to public facilities

E5: Expansion of the age-friendly environment: (e.g.) more age-friendly and affordable parking spaces, accessible environment

E6: Expansion of the age-friendly environment: (e.g.) age-friendly buses and toilets, more benches in public areas; rollator-training: learn to communicate with the bus driver and to access the transport services

E7: Age-friendly and affordable social infrastructure; expansion nearby shops or affordable delivery services (minimum purchase and delivery costs are too high)

E8: Expansion of the age-friendly environment: (e.g.) rollator-friendly and handicapped accessible, better age-friendly signs (optical font, explicit logo, paint mark), more age-friendly toilets in public areas and buildings (rollator-friendly)

E9: Expansion of the age-friendly environment: (e.g.) more age-friendly elevators and toilets (rollator-friendly); affordable offers for older people (discount cards like the Canadian "Senior-Citizen' Card")

E10: Expansion of the age-friendly environment: (e.g.) rollator-friendly and handicapped accessible, no stairs; better transport links to public facilities (more frequently)

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: Representatives for people with disabilities; senior citizens' councils; ombudsman; consumer advice center (not available in Hanau/ unknown)

E2: Senior citizens' councils; senior citizen's office; social administration of Hanau;

neighborhood initiatives (local initiatives unknown)

E3: Senior citizen's office; senior citizens' councils; neighborhood initiatives; consulting services for private environment (“Wohnraumberatung”); honorary agency Hanau; representative for people with disabilities

E4: Senior citizen's office; (possibly) “Cityshop”

E5: Unknown possibilities

E6: Senior citizen's office; social association (VdK); senior citizens' councils; neighborhood initiatives

E7: Senior citizens' councils

E8: Senior citizens' councils; ombudsman; prevention counsellor (Main-Taunus-Kreis); consumer advice center

E9: Social association (VdK); senior citizens' councils; municipal council; political parties

E10: Local councils; senior citizen's councils

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: Senior citizen's office (mobile home advice) in Hanau; representative for people with disabilities; senior citizens' councils; ombudsman

E2: Neighborhood initiatives; “narrative cafés” (Erzählcafés); senior citizens' councils; social administration of Hanau

E3: Senior citizen's office, consulting services for private environment (“Wohnraumberatung”)

E4: Senior citizen's office (excursions for seniors, rollator-training, language courses, etc.)

E5: Senior citizen's office; supervised residential area “Martin-Luther-Stift”

E6: Senior citizen's office: (e.g.) computer courses (from older people for older people); “People-of-Hanau” (inclusion projects); “cultural-loge” of Hanau (varied cultural offers)

E7: Neighborhood initiatives of Hanau; “International-Womens-Club” of Sofia (Bulgaria)

E8: Prevention counsellor (former members of the police, fire brigade, window locksmiths guiding and training older people in the topics: security and safeness); pflegix (online portal)

E9: “Business promotion” [(“Wirtschaftsförderung”) former business men and –women training younger people in the topics: business plans, start-up, etc.); exchange platform for volunteers (not just for older people, but older people can use their personal experience,

getting social contacts and getting active)

E10: Local councils; senior citizen's councils

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 this city, other cities or regions?

E1: Positive, as long as politic is included (e.g. justified and written feedback about possibility of implementation, '10-point plan')

E2: Positive, since participants can make new contacts but also challenging (e.g. organisation, funding, time management, missing knowledge)

E3: Positive, since it is necessary to raise awareness of older people and to give the possibility of participation for older people

E4: Positive, since it improves the accessibility to public institutions

E5: Positive, but already implemented in Hanau (exception: accessibility to medical practices, since elevators are often missing)

E6: Positive, since it is helpful to have somebody to manage age-relevant problems

E7: Positive, since it can replace decreasing family support but also challenging (probably little willingness)

E8: Positive, since Mobility Scouts are experts, can replace decreasing family support and can serve as prime mover to motivate others

E9: Positive, but similar projects already existed in Hanau

E10: Neutral, since Hanau has already active senior citizen councils and citizens should not be overloaded with too many different groups

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: Communication skills; preparedness for conflicts; training for possible disputes and conflicts; knowledge about administrative structures; local networking/integration; skill to be a 'door opener', patience/endurance, resistance against setbacks

E2: Health; mobility; life and work experience; communication skills; self-confident

appearance; specialist skills (e.g. technical)

E3: Professional skills (e.g. architects in consulting services for private environment); political contacts; social skills; willingness to strengthen the community; team player

E4: Proactive (willingness to openly engage with others); openness; preparedness for conflicts; assertiveness

E5: No statement about skills or competences

E6: Psychological training; empathy; assertiveness; local knowledge; reachability; social network, mobility; willingness to be mobile

E7: Altruism; need and willingness to help others; mobility; time; specialist skills (e.g. experience in custodial or domestic aid)

E8: Communication skills; empathy; positive attitude; social skills; proactive (willingness to openly engage with others)

E9: Leadership skills; communication skills; supportive (motivating)

E10: Health; administrative skills and experience (knowledge about responsibilities in offices); attentive

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: Evaluation of accessibility in districts (e.g. Hanau: deficient access to senior citizen's office)

E2: Projects to keep older people active and up to date (e.g. technical or computer courses); establishing places of exchange and mutual support (e.g. Repair-Café)

E3: Evaluation and improvement of accessibility (e.g. deficient access to office of the representative for people with disabilities)

E4: Implementation of projects with support of neighborhood initiatives

E5: No statement

E6: Support of ongoing projects; projects to support older people with administrative issues (e.g. health insurance, application forms)

E7: Support (mobility, care, shopping, organisation, administrative issues);

E8: Projects which connect mobility and mind (e.g. historic city tours, day trips, 'travelling without luggage')

E9: N.A.

E10: No concrete ideas which are not already implemented

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: N.A.

E2: N.A.

E3: N.A.

E4: N.A.

E5: N.A.

E6: N.A.

E7: N.A.

E8: N.A.

E9: Local cultural or cognitive offers; supply project for pet owners (in case of their temporary sickness or their temporary inability to care for their pets)

E10: N.A.

E11: N.A.

E12: N.A.

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

E1: Coaching/supervision; clear task description, information about employer (e.g. city) and about general conditions (e.g. possible refunds, insurance protection); constant exchange between Mobility Scouts

E2: Mental support (e.g. appreciation); logistic requirements (e.g. room, equipment, contact person); reimbursement of costs (e.g. travel expenses)

E3: (Financial) support in public relations, logistic requirements (e.g. room, equipment)

E4: Financial support; distribution of responsibilities

E5: No statement

E6: Access to information platforms; appreciation and public awareness of Mobility Scouts; logistic requirements (e.g. office, common rooms to hold surgeries)

E7: Financial support; appreciation; information about general conditions

E8: Advertisement; logistic requirements (e.g. materials: computer, internet; central office: coordination); financial support; appreciation; exchange between Mobility Scouts; statistics and evaluation about possible improvements; integration in 'Scout AG' in

community

E9: Financial support; importance of public awareness of the Mobility Scouts, to get financial support, attention and to find contact persons; logistic requirements (e.g. place to hold surgeries, computer, telephone); coaching (e.g. dealing with means of communication)

E10: Support of administrative bodies; networking with city council and senior citizen's council

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: Political mandate, since implementation cannot be achieved without political support

E2: Advertisement [e.g. (parish) newspaper], to inform the community; support of community and mayor

E3: Integration into municipal politics

E4: Support of the M.S., from someone who knows about necessarily competencies

E5: No statement

E6: Contact to the mayor

E7: Political attention and support; appreciation

E8: Integration into neutral office (e.g. community, administrative district office, independent institution)

E9: Integration into political office; communication platform

E10: Support of administrative bodies; networking with city council and senior citizens' council

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: Important for politics, charity organisations, the management of retirement homes, companies and neighborhood initiatives; essentiell for age-friendly communities, since accessibility is not only important for the increasing number of old people but also for families and disabled people

E2: Interest depends on individuals and time (maybe higher demand during legislative

period); possibly interest of local newspaper and senior citizen's council

E3: Functional interest of communities and companies because of the demographic change (to keep older people active and to avoid a social isolation) and because older people otherwise fall away as customers

E4: Important since many people need support; on behalf of communities and companies

E5: Important

E6: Large interest but linked with much effort and need of motivation; unimportant for those, who are not interested in commitment

E7: Interest exists but purpose might fail because of a lack of motivation to commit; institutional interest depends on a business idea

E8: Important, because of the increasing number of older people and to relieve the communities; maybe little interest because network already exists

E9: Interest depends on financial support or benefit for the community (e.g. project as an advertisement for the community); cooperation with organisations necessary to prevent rivalry and jealousy

E10: Important but only when Scouts stay in contact with city council or senior citizen's council

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: Neighborhood initiatives; multigenerational houses; family centers; private persons who are affected by barriers; public carriers of traffic; economy (city planning, housing industry)

E2: Senior citizens' council; local newspaper

E3: Senior citizens' office

E4: Honorary in the senior citizens' office, possibly neighborhood initiatives

E5: Unknown

E6: Senior citizens' office; honorary agency Hanau; possibly neighborhood initiatives, private persons in city center

E7: Senior citizens' council; private persons (when they get paid)

E8: Senior citizens home; social associations (AWO, German Red Cross)

E9: Social association (VdK); senior citizens' council; religious community; institutions

(e.g. “EES”: organisation, which places seniors and experts in projects)

E10: Neighborhood initiatives; senior citizens’ council

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: No statement

E2: Mobility Scout: no, because of age and other vounteer work

E3: Mobility Scout: no, only when expert has time

E4: Mobility Scout: yes

E5: Mobility Scout: no, because of an accident

E6: Stakeholder: absolutely; Mobility Scout: only when expert has time

E7: Mobility Scout: principally yes, but not possible because of bad health

E8: Mobility Scout: yes but only locally

E9: Mobility Scout: principally yes

E10: No statement

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.