

MOBILITY SCOUTS

Engaging older people in creating an age-friendly environment



Report on research in Lithuania

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Version of 11 March 2017



Erasmus+

This project has been funded with support from the European Commission. This publication reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

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1. Aims and objectives

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

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

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

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

- Solutions in making an environment age- friendly (e.g. accessibility of services, public spaces and buildings; age-friendly businesses; mobility of older people in the community; lifelong learning opportunities)
- Initiatives promoting empowerment and engagement of older people in the community (e.g. projects/initiatives valuing the intellectual capital and experience of 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 to be 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 the different research methods for the mentioned topics under study. Following the description of the methodology, the results of desk research as well as interviews with experts and 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 interviews

- Which environmental conditions are important for older people to actively participate in community life?
- If not yet answered: What should be done to make public areas more accessible and 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 Lithuania the following procedures were applied:

Firstly, the key words for desk research were discussed with several groups of older persons in order to learn their perception of international terms, such as mobility, participation, age-friendly, co-production when translated/localized into Lithuanian. The terms mobility and co-production raised the broadest discussions. The perception of the term *mobility* ranged from transportation to mobile phones and after discussing various perceptions was defined as the ability to independently reach a physical location and/or service according to individual's preferences without stress. The perception of the term *co-production* ranged from collective work on a farm to team work.

Secondly, the scientific explanation for the term co-production in Lithuanian texts was sought. The dictionary of international words defines *koprodukcija* as joint manufacturing or joint production of a movie by several companies. In terms of public/social services there is no single equivalent word in Lithuanian and authors dedicate a few sentences or a chapter in their research articles for explaining the equivalents used in the meaning of co-production

(joint development, joint development of services, involvement of users into the improvement of services etc.).

Thirdly, the websites of local authorities of three major Lithuanian cities – Vilnius, Kaunas and Klaipėda – were analysed to see the representation of older persons in the city and the systems/procedures of applications/petitions of the citizens.

Desk research was performed on the internet using the following key words in different combinations:

- **Draugiškas amžiui miestas** (age-friendly city)
- **Darnus judumas** (Sustainable mobility)
- **Vyresni žmonės_bendras kūrimas** (Older persons; co-production)
- **Vyresnių žmonių mobilumas** (Mobility of older persons)
- **Vyresnių žmonių judumas** (Mobility of older persons)
- **Vyresnių žmonių dalyvavimas** (participation of older persons)
- **Vyresni žmonės; socialinis dalyvavimas** (older persons; social participation)
- **Vyresni žmonės; dalyvavimas; sprendimų priėmimas** (older persons, participation; decision making)
- **Vyresnių žmonių į(si)traukimas** (involvement of older persons)

Eleven expert interviews were performed face-to-face and by phone. The interviewed experts represented the following fields: administration (city sub-district officers, NGO Council secretary from Department of Social Services); education (U3A rector); public organization (Head of Seniors Council); civil society (community leaders); policy-making (Local Council members).

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

No research articles were found dealing specifically with age-friendly cities or environments. As noted by CIRTAUTAS (2011) << public contribution to urban planning and urban design processes in Lithuania is highly procedural and formalistic>> and urge to << learn from multiple and efficient examples in many foreign countries and creatively adopt them for the purposes of long-term optimization of Lithuanian urban planning system>>. However, urban planning researchers also explain that << the current territorial differentiation of the country is not favourable for a more consistent participation of the local population in the planning processes because the planned territorial units are either too big (counties, regions) or too small (private lots or small groups of lots)>>.

As sustainable *urban mobility* planning is quite a recent issue in Lithuania (SUMP guidelines were approved by the Ministry of Communication in March 2015), the research is done in the form of analysis of sustainable urban mobility perspectives or feasibility studies for specific cities and towns. A feasibility study for Jonava by MATIJOŠAITIENĖ (2016) mentions older persons along with persons with disabilities and other groups of population, whose opinion should be considered in the planning. Universal design (universalization of transportation systems) is among the key notions in sustainable urban mobility planning. The questionnaire for the interview of experts includes questions on the involvement of citizens in urban mobility planning. The experts are positive about the involvement of citizens and the most feasible forms of involvement seen by them are meetings, local action groups and using e-governance tools.

The key word *mobility of older persons* mostly generated articles on physical activities and fall prevention as well as higher participation of older persons in the labour market.

Older persons as a specific group were distinguished in the study by KULIEŠIS and PAREI-GIENĖ (2014) on the attitude of older persons in rural areas towards the provision of public services. Five areas of public services were researched: transport, social services, family doctor accessibility, cultural activity, safety. Mobility / transportation services were rated the lowest and were directly related to barriers of reaching healthcare services.

The key words *older persons, participation; decision making* generated articles on the forms of active citizenship, representation, assuming personal responsibility in the planning of care services, e-governance and e-citizenship. The analysed articles on participation do not distinguish older persons as a specific group except for two studies. In the methodological publication on e-democracy analysing the pros and cons of e-deliberation BALOCKAITE et al. (2008) find older persons along with rural people and people with lower education as unrepresented group due to lack of IT skills, absence of access to internet or unwillingness to express opinion in digital platforms. The authors, therefore, recommend to use both online and offline tools and methods for public deliberations and participation in decision making.

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

The key word *co-production* generated articles on involvement of citizens into the process of public services quality improvement. Although no specific distinction of older persons is made, RAIPA, PETUKIENE (2009) highlight three essential factors for the involvement of citizens in co-production: the clarity of the client's role, ability to participate and motivation.

3.1.2 Issues of political discussions

On the political level the programmes and their implementation strongly depend on the visions and pre-elective promises of the ruling party. After the Parliament election in autumn 2016 a more steady development for the period of four years is expected.

In autumn 2015 the MINISTRY OF SOCIAL SECURITY AND LABOUR (2015) approved the action plan for the promotion of participation and volunteering of older persons 2016–2020. The target group for the action plan measures are people from the age 55 until retirement. The main supported areas of activities are the involvement of the target group into volunteering activities; consultation, motivation and strengthening self-esteem; development of generic competencies, social and civic competencies, and learning to learn among them.

The MINISTRY OF INTERIOR (2016) recommendations to the Ministry of Education and Science on institutional long-term SR&ED (social, cultural fields) programmes state that a modern democratic society is the society of active members. Democracy cannot be implemented without public consultations and involvement of citizens into governing and decision making processes. The minister urges to strengthen the research into the possibilities of increasing public participation in the management of public affairs and propose measures how to make public participation more active and more efficient.

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

3.1.3 Innovative projects and initiatives

1. Kindness to older persons campaign “Let’s have a cup of coffee”

<http://www.vilnius.lt/index.php?1923824379>

From November 27 till January 8 cafes, restaurants and hotels in Vilnius offer a free cup of coffee or tea to older persons and encourage them to go out and socialize in town. Originally the free coffee\tea time was on Sunday mornings, now, with the expansion of geography of catering service providers (56 cafes participated in the campaign in 2016) from the city centre to residential districts, the coffee is available also on Fridays and Mondays. In 2016 the National Drama Theatre joined the campaign offering significant discounts on theatre tickets to older persons.

2. Silver line – a word to each <https://www.facebook.com/sidabrinelinija/>

A free of charge be-friending phone conversation offered by Silver line volunteers to lonely older persons once a week. After the launch early 2016 there were 1150 conversations, 31000 minutes of talking, 600 happy interlocutors, more than 100 registered volunteers. Run by Marius Ciuzelis Charity Foundation.

3. #Prisiliesk (get in touch) campaign

https://www.facebook.com/pg/mcfondas/photos/?tab=album&album_id=953911551311859

The campaign was organised by Marius Ciuzelis Charity Foundation on 15 – 16th January 2016 at GO9 shopping centre. The aim of the campaign is to encourage younger people to talk to older persons. The older persons were waiting in the shopping centre café equipped with laptop, Mic and camera for a skype chat. On the ground floor there is a stand with a heart in the middle and older people ask passers-by to touch it if they want to connect to an older person. After the touch a skype conversation starts and the person is asked to come up to the café and have a conversation with older persons. Those who decide to come have coffee and a chat with one or several older persons.

4. Oldies campaign <http://senuciukai.blogspot.lt/> ; <https://www.facebook.com/senuciukai/>

A non-profit association Senuciukai (Oldies) maintains regular contacts with social workers from various old people homes and collects requests on the necessary support for older persons. The support (knitting yarn, books, musical instruments) are collected through Facebook group and delivered by volunteers to care institutions. A Christmas mail campaign was organised and photos and videos of care home residents reading the greetings were placed on Facebook. The latest campaigns where photo sessions by volunteer photographers with portraits placed on FB and #yourplan2017 campaign urging the FB friends to choose a care home closest to your living place and start visiting a person in the care institution on a monthly basis.

3.2 The Mobility Scouts concept

3.2.1 Expert assessment of the conceptual approach

The experts were mostly positive with Mobility Scouts idea and advised to join forces with Vilnius and Klaipeda to initiate age-friendly cities movement in Lithuania.

3.2.2 Working areas for Mobility Scouts

The working areas are activities in the neighbourhoods and communities, finding specific problems and seeking for the solution with bottom-up approach.

3.2.3 Supporting conditions and institutional settings for Mobility Scouts

Communication among communities to find out if there are similar issues that might be dealt with using similar tactics and compare the results achieved by different groups of people. A centre/club with regular meetings of members to ensure the consistency of activities. Recognition by Seniors Council and Local Council members in charge of the issues relevant to older population.

3.2.4 Skills needed by Mobility Scouts

Deliberation, IT, learning to learn, social and civic competencies, legal literacy.

3.2.5 Relevant stakeholders and potential cooperation partners at the pilot locations

Community leaders, Seniors Council, older persons' associations, U3A, local businesses

4. Conclusions and recommendations for the design of the training

Basing on research results the most feasible settings for Mobility Scouts project in Kaunas are district offices and district communities.

Recruitment phase

Potential mobility scouts will be sought among active members in city district groups of older people. There are 11 district offices and 25 community centres in Kaunas. In cooperation with Kaunas Seniors Council, Association of Community Centres and Association Kauno Senjorai three districts will be selected to identify the potential mobility scouts and most feasible areas where small project can be implemented. The selection will be done through meetings and a brainstorming event – a trivia quiz. This stage is important for explaining the mobility scouts concept and investigating the potential settings for its realization.

Learning phase

The learning phase is aimed at building the team, understanding the Mobility Scouts concept and agreeing on the training structure. The learning activities will have the form of workshops basing on the knowledge and experience of the participants and relating what is being taught to what the learners will be doing. Experts of relevant fields will be involved in the workshops for building the theoretical background.

1. Introduction session (4 h):
 - 1.1. Team building
 - 1.2. Assimilation of Mobility Scouts concept
 - 1.2.1. Age-friendly environments
 - 1.2.2. Co-production
 - 1.2.3. Decision making path
 - 1.3. Networking
2. Mapping session (4 h):
 - 2.1. Problem mapping
 - 2.2. Resource mapping
 - 2.3. Power mapping
 - 2.4. Impact mapping
3. Assimilation of good practice (4 h):
 - 3.1. Case studies
 - 3.2. What may work and what may not
 - 3.3. Defining own case
4. Project management and communication (4 h):
 - 4.1. Roles and responsibilities
 - 4.2. Resources
 - 4.3. Risks
 - 4.4. Sustainability

Implementation phase

In the implementation phase the trained mobility scouts will implement projects identified in the mapping exercises through their network and with support of experts involved in the learning phase. Monthly meetings would be helpful for sharing information on the progress and receiving advice from peers.

Reflection phase

The reflection phase will be used to evaluate the training, analyse the implemented projects and establishing a network for promoting the age-friendly city concept. The participants will also draw the sustainability plan. The recognition by city administration representative (vice mayor) is envisaged.

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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.
BALOCKAITE, R. et al. (2008) <i>Deliberation democracy and ITL empowerment of citizens by means of modern communication technologies.</i>	Initiatives to implement the e-participation or participation democracy can be a disappointing and prevent any other initiatives if they are not backed by creating conditions for the citizens to make decisions by weighing different arguments and finding consensus higher than narrow and partial interests. Any deliberation experiment should be implemented with a clear plan how the discussion results will be integrated into decision making process. Virtual communication is acceptable to certain groups only, thus online and offline forms of deliberation should be combined	e-publication	http://www.e-demokrati-ja.lt/public_files/file_1259231642.pdf
Čepėnaitė, A. (2008) Social inclusion of older persons and expression of active citizenship. SOCIALINIS DARBAS 2008 m. Nr. 7(1)	The mechanism of social inclusion strengthens the individual, group or community's skills and enhances participation. Facing the challenges of global aging, along with other EU countries Lithuania has adopted the legislation as well as certain other means to guarantee active participation of older persons in public life. Some measures have been found quite successful. The attitude of active participation of older persons in community life promotes the process of social participation and empowerment of older persons and ads to the democratization of the country.	e-publication	https://www.mruni.eu/up-load/iblock/3e1/7_cepe_naitė.pdf
KAIRYTĖ, S. (2013) Šiauliai, 2013 Expression of e-democracy and development perspectives in Siuliai Municipality. Master thesis	Interviewed municipality officers noted that citizens do not actively use available e-tolls, such as e-letters, e-petitions, e-complaints. The reson of inactivity is low computer literacy of citizens and difficult user identification system	Master thesis	http://talpykla.elaba.lt/elaba-fedora/objects/elaba:2131207/datastreams/ATTACHMENT_2131210/content
KULIEŠIS, G; PAREIGIENĖ, L. (2014) <i>Attitudes of old-age rural population towards</i>	65 + rural inhabitants are not satisfied with transportation services. Due to the absence of alternative forms of transportation they are dependent on	e-publication	http://gs.elaba.lt/object/elaba:8184976/

<p><i>the provision of public services</i> [Online] Lietuvos agrarinės ekonomikos institutas.</p>	<p>neighbours and friends. The mobility problem is very severe for lonely and very old people. Good practices from foreign countries, such as social taxi, volunteer taxi services would improve the mobility of older persons in rural areas. Mobility problems are directly related to health care problems as visits to doctors are very complicated.</p>		
<p>NIKARTAS, S. (2014) Citizens participation in community safety programmes. Vilnius: © Lietuvos teisės institutas</p>	<p>Residents cannot formulate the problem due to lack of deliberation skills. City planning is community participation depressing factor. Small areas crammed with multi-storey buildings make it difficult to establish neighbourhood relations, non-formal social control becomes weak due to lack of friendly relations. Hi social mobility in densely urbanised districts prevents the formation of social capital, creates social hostility and evasion from community duties</p>	<p>e-publication</p>	<p>http://teise.org/wp-content/uploads/2016/07/Gyventoju-dalyvavimas-uztikrinant-sauguma_Monografija.pdf</p>
<p>CIRTAUTAS, M. (2011) <i>Public participation in urban planning and design processes: realities and perspectives</i>. [Online] Science – Future of Lithuania / Mokslas – Lietuvos Ateitis 2011 3(3). p. 59–66</p>	<p>The paper describes some marginal activities in urban planning and design processes and disputes a growing impact of public participation in development of cities and urban regions. Lithuania is not the only country where public contribution to urban planning and urban design processes is highly procedural and formalistic. Unidirectional and inflexible cooperation between participants of urban planning activities is common in various countries. Cross-purposes and conflict situations once boosted emergence of innovative and effective methods for decision making in urban planning processes in developed countries. Now it's time to learn from these examples and creatively adopt them for purposes of long-term optimization of our national urban planning system.</p>	<p>e-journal article</p>	<p>http://www.mla.vgtu.lt/index.php/mla/article/view/mla.2011.052</p>
<p>MATIJOŠAITIENĖ, V. (2016) Sustainable urban mobility palnning: feasibility study for Jonava [Online] Kaunas University of Technologies (eLABa)</p>	<p>Detailed explanation of universal design principles in city planning. The Mobility Management concept and principles are explained with illustrations from the MAX project. Interviews with experts from Kaunas region municipalities that are most advanced in sustainable urban mobility planning were conducted. The questionnaire for interviews includes questions about the involvement of citizens in the planning stage. 4 out of 10 experts were definitely sure about the involvement of citizens in the planning stage, 3 experts believe that sustainable mobility planning board members (about 30 specialists) will be the main agents in the planning, 1 expert was against the involvement of ex-</p>	<p>Master thesis</p>	<p>http://talpykla.elaba.lt/elaba-fedora/objects/elaba:14969438/datastreams/MAIN/content</p>

	ternal organizations and 1 expert had no opinion. The expected methods of public involvement are local action groups and collection of inhabitants' opinions on the proposed measures.		
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b) Political discussions

Findings for political discussions concerning the co-production of seniors in age-friendly environments			
Publication issued by	Discussion issues	Source	
Name of author and organisation		Media	URL etc.
REPUBLIC OF LITHUANIA. MINISTRY OF SOCIAL SECURITY AND LABOUR (2015). <i>Action plan for motivation and volunteering promotion among older persons 2016-2020</i>	<p>Target group: 55+ until retirement age</p> <p>Goal: - to increase participation of older persons in the labour market and in voluntary activities, creating favourable conditions for them to address social and civic issues.</p> <p>Objectives:</p> <ul style="list-style-type: none"> - reduce social exclusion of older persons and enable them to stay longer in the labour market; - reduce ageistic stereotypes and discriminatory attitudes towards older persons. <p>Activities:</p> <ul style="list-style-type: none"> - training, mentoring, consulting, liaising between organizations and volunteers; - psychological support for building self-esteem and adapting to the changing labour environment; - developing generic competencies through lifelong learning. 	Social Minister's order 2015	https://www.e-tar.lt/portal/lt/legalAct/f9536780772b11e5b7eba10a9b5a9c5f
REPUBLIC OF LITHUANIA. MINISTRY OF INTERIOR. (2016) <i>On long term SR&ED programmes in social and cultural areas.</i> (No ID-1935 (31))	The letter names the problem of inactive and inefficient participation of citizens in public decision making and recommends the Centre of Social Research to research the possibilities of higher involvement of Lithuanian citizens into the management of public affairs and basing on research results make evidence-based proposals on more active and more effective involvement of Lithuanian citizens in public decision making.	Minister's recommendations	www.lmt.lt/download/6500/vidaus%20reikalų%20ministerija.pdf
Republic of Lithuania. Prime Minister. Public Administration Improvement programme 2012-2020	<p>Objectives:</p> <p>9.2. Encourage the public, especially NGOs and local communities to partici-</p>	Government programme	https://e-sei-mas.lrs.lt/portal/legalAc

	<p>pate in public governance processes. This objective will be implemented in the following main directions:</p> <p>9.2.1. Ensure consultation with the public and increase its abilities to participate in public governance process. Improve legal regulation of public consultations</p> <p>9.2.2. Find and implement measures encouraging more active participation of citizens; monitor the trends of participation processes, develop new forms of participation and, where necessary, improve legal regulation of these relations.</p> <p>9.2.3. Build capacities of community members and train local leaders. Develop leadership and active citizenship competencies of community members.</p>		t/lt/TAD/TAIS.418407
Republic of Lithuania. Minister of Interior. Action plan 2016-2018 for the implementation of Public Administration Improvement programme 2012-2020	<p>1.2 Objective – encourage active participation of citizens in public governance.</p> <p>Measures:</p> <ul style="list-style-type: none"> - open government; - open consultations; - information and education; - NGO capacity building; 	Government document	https://www.e-tar.lt/portal/lt/legalAct/e76fdae00de811e6bae4eb98746971fa

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.
Sub-district counsellor assistant's guide. (2016) Ministry of Interior	A practical guidebook for sub-district office assistants how to deal with the most relevant issues in the neighbourhood.	Guidebook	https://vrm.lrv.lt/uploads/vrm/documents/files

	A special chapter is dedicated to involvement of residents in decision-making at local level.		/LT_versija/Veikla/Veiklos%20sritis/Vietos%20savivaldybe/Seniunai_zinynas_2015.pdf
Safe-neighbourhood manual (2015). Safe neighbourhood association	The manual explains the benefits and practices of organizing safe- neighbourhood groups and involvement of inhabitants at local level	E-guidebook	http://vds000004.hosto.lt/safeplaces/wp-content/uploads/2016/01/Saugios-kaimynystes-vadovas .pdf
MAXimise Mobility Management Guide (2009)	The Travel Awareness Campaign Guide MaxTag offers: <ul style="list-style-type: none"> • step-by step advice on designing your own successful Travel Awareness Campaign from the small scale in towns and villages to larger schemes in cities or regions; • full A to Z guidance on planning, implementing and evaluating your own Travel Awareness Campaign • inspiring best practices of Travel Awareness Campaigns throughout Europe and the US 		http://www.fgm.at/docs/Max_Brochure_EN.pdf
Dialogue Social Enterprise GmbH Exhibition about the Art of Aging – a franchise. The exhibition can be organised in any city by entering into contract with intellectual property owner	What does aging mean in the early 21st century? What does this universal phenomenon mean to me, my loved ones, to others, to all of us? The main objective of the exhibition is for visitors to re-examine their ideas of what it means to grow old. Its ambitions are: <p>To provide a differentiated image of old age</p> <p>To reduce the fear of getting old</p> <p>To enhance empathy with senior citizens</p> <p>To question stereotypes and overcome prejudices</p> <p>To foster an inter-generational dialogue</p> <p>To provide working opportunities for senior citizens</p> <p>First and foremost, we gear our exhibition towards families and schools. The exhibition can be experienced by visitors from the age of 14 years and up.</p>		http://www.dialogue-with-time.com/

Annex 2: Results of expert interviews in [country]

Working area of experts

- E1: Council of Older Persons
- E2: Local Council
- E3: Non-formal adult education
- E4: City district affairs
- E5: Local community affairs
- E6: Local community programmes for older persons
- E7: Local authorities
- E8: Engagement of older persons -
- E9: Social inclusion of older people
- E10: Local community affairs
- E11: Physical activities for older persons
- E12: Klicken Sie hier, um Text einzugeben.

Function of experts

- E1: He is head of Kaunas Seniors' Council. The council is made of 12 elected representatives of older persons from different city districts, four local council members, a secretary and a head. The Council is a public body responsible for liaising between older persons and local authorities.
- E2: He is a Local Council member responsible for communication between older persons and local politicians and administration.
- E3: She is the head of U3A and a professor of Social Work at Vytautas Magnus University.
- E4: She is the head of Dainava City District Office with the biggest number of older age inhabitants. Responsible for administering city district affairs.
- E5: He is the head of older persons group in Zaliakalnis City District. Responsible for representing older persons of this district in Kaunas Seniors' Council.
- E6: She is responsible for organizing cultural programmes for older persons in Dainava district.
- E7: She is the specialist at Vilnius Municipality responsible for maintaining relations with organised bodies representing citizens of the city.
- E8: She is the head of older persons group in Petrasiuonai City District. Responsible for organizing activities for older persons and representing them in Kaunas Seniors' Council
- E9: She is the secretary of Kaunas Seniors Council responsible for organizing meetings, drafting agendas, taking minutes, reporting to local council and administration.
- E10: She is the deputy of Aleksotas community chairperson. Represents community members in local council.

E11: She is the head of Sport U3A responsible for organising physical activities for older persons

E12: Klicken Sie hier, um Text einzugeben.

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

E1: Closed and open places where to meet regularly and organize meetings as well as bigger events.

E2: Exchange of information. The council cannot know everything. If issues are not raised then we may assume there are no problems. Closer relations in the neighbourhood: people should greet, talk to each other, be more supportive, less isolated.

E3: Better paving of sidewalks, cleaning of walking paths in wintertime. People are afraid to leave home in icy conditions to avoid fractures. Less duplication of non-formal education offers by different organizations. A new adult education organization should create offers for unmet needs instead of duplicating the already existing offer. Better lighting of the areas other than streets so that older persons were not afraid to go to lectures in late afternoon in wintertime

E4: Premises for people to meet and organize events in the cold season.

E5: Bust-stops at close walking distance to hospitals, outpatient department. Benches on the way to important institutions to sit and rest. Chairs on stairway landings.

E6: Platforms for performers and benches for spectators in the parks. A big room for regular meetings, rehearsals and events. Picnic tables.

E7: Public transport schedules allowing sufficient connection time. Cheaper public transport for retired persons, not only 80+ persons. Buses stopping closer to the curbs for easier boarding. Bus driver checking for people before closing the doors.

E8: Benches on the street, snow and ice cleaning of pavements, better lighting. Longer green traffic light phases.

E9: Activities organised close to the place of residence.

E10: Respecting community interests in city planning (commercialization of land lots most suitable for community needs)

E11: Adequate paving of grounds and walkways in the parks, lightning in the parks. Availability of premises. The facilities of Sports University are available only in the evenings and Saturday mornings.

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: Infrastructure improvement requires funding. Older citizens should be more active presenting their requests and more insisting in defending them.

E2: Priority setting in local budget allocation. Better coordination of actions. We should not rely only on cost-benefit analysis in the social sphere.

E3: see above

E4: Communication with local schools to settle issues of misbehaviour of school children in the

yards of apartment buildings on the way from school.

E5: More coordinated activities between community groups.

E6: Financial support for organising the events. People participate spending their meagre pension money. Not everyone can afford.

E7: see above

E8: Motivation increasing measures, cheaper local travelling

E9: -

E10: Private business is important but should not overshadow community interests.

E11: Coordinated actions of all stakeholders to involve more older persons in physical activity programmes. Older persons, their families, communities should be more pro-active.

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: There are structures and procedures, but most of them involve writing official letters, so people are not eager to do that. Kaunas Senior's Council has representative in all city districts. These people collect complaints and requests, were analyse and discuss them in the Senior's Council meetings and afterwards attempt to put them into the agenda of Local Council meetings. Specific issues are communicated to the relevant city administration officers.

E2: The detailed, special and general planning of territories is public by law. There are detailed procedures of informing the citizens and announcing the development plans, and the citizens have the right (and duty) to participate in public discussions and express their opinion. However, they lack initiative and legal awareness. All want somebody else to be the organizer, write the complaint and walk around to collect signatures.

E3: Students of U3A Faculty of Law among other things also learn the procedures of filing a complaint.

E4: The initial point to filing a complaint is the city district office. There are procedures and time allocated to the reception of citizens, but older people do not obey the rules. They want to report the issue immediately. If they cannot find the responsible person at that moment, sometimes they leave the issue unreported. However, the city district office has very little capacities and rights. They can only propose to have the issue included in the council meeting agenda and the solution most often depends on the general planning and public finance.

E5: Older persons are not so active regarding the public places or city issues. They are mostly interested in issues related to their apartment buildings, providers of utility services, payment of bills and pricing, waste handling, car parking. In this case they know the procedures of complaining and do that.

E6: Older people usually complain in the group but do not go further to file the complaint officially. They are used to hardships and find their own ways to overcome them. We talk to our district of-

ficers and they know the situation. We expect them to perform their duties for the citizens.

E7: There are procedures for filing complaints electronically and on paper. The administration always answer the complaints in writing in due course.

E8: Our people lack legal awareness. They know that there are procedures in place but they think that actions for filing a complaint are difficult and require special legal competencies to do that. They know about free of charge legal services for people who cannot afford to pay for them.

E9: There is an easily accessible office in Kaunas City for filling the complaint. There are special pre-filled forms and the specialists who advise how to file a complaint correctly

E10: We know how to file complaints but the correspondence with the city administration leads to nowhere. We've been corresponding for 5 years regarding the allocation of the territory to the community with no result.

E11: People can reach positive solutions if they defend their point consistently. For example, grounds under outdoor fitness equipment were unpaved initially and it was impossible to use the equipment in autumn and spring due to wet soil and puddles. When communities of districts where the first outdoor fitness equipment were installed started raising the issue through district offices and involved the media, the decent grounds under new previously installed equipment were made.

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: Organizations of older persons delegate their representative to NGO Council, which, together with city administration staff, discusses and establishes the priorities for the call for NGO projects funded by the city.

E2: All social groups, including older persons, are consulted in drafting general, special and detailed plans.

E3: At the end of each academic year feedback from older age learners is collected for the planning of U3A programme for the next-year.

E4: Older persons are part of the local community. The living environment must meet the needs of all inhabitants. Older persons, mothers with toddlers, persons with disabilities have similar needs in terms of mobility. In the planning stage of Dainava Park reconstruction we had meetings with the district community, older persons among them.

E5: Not really.

E6: We plan our programmes with and for older persons. Our singing groups and poets organize events in care homes and we select songs that older people like to sing and listen to. Schools invite us to tell children about folk traditions and we organize events together, teach children games that are not played any more

E7: The planning of the new Day care centre was a two-way process. The offer was initiated by the municipality as a result of the changes in social policy. Older persons were actively involved as

experts in designing the services of the day centre.

E8: Safe neighbourhood with old age neighbours in Petrasiumai district. Older persons are relied on for better vigilance.

E9: The head of Seniors Council sits in local council meetings and delivers the view of older persons in the discussion of relevant matters.

E10: Most of our community members are older persons. We have a number of annual events related to preservation of old traditions and transferring them to younger generation.

E11: We organised training for community members to use outdoor fitness equipment correctly. There was a special course for older-age trainers about the ageing body. Now some of them (unfortunately just a few) organize exercising sessions for older people. They advise about correct movements and act as experts of physical activity applied for older age people.

E12: Klicken Sie hier, um Text einzugeben.

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

E1: It is a good idea. All projects encouraging more active participation of older persons are beneficial.

E2: Very timely project. As sustainable urban planning is now on the go, older persons need competencies for active involvement in the planning process.

E3: I like the project. Our older people are too inert. They do not believe that it is possible to change things with higher engagement. If they don't like the offer, they leave the place and go looking for something else instead of trying to improve it.

E4: I don't really believe that a soft project like this can solve mobility problems. Most of the city parks are in poor condition, but the city can finance the reconstruction of not more 2-3 parks a year. We now about the existing problems but the solution requires funding. Of course, any activity that boosts the engagement of older persons is good. I wish you find many enthusiastic people.

E5: That would be useful. We need organised and structured activities for older persons. I hope there will be enough interested participants as we quite often have problems in involving the residents of a multi-storey building in making decisions about their own house.

E6: I'm not an expert in this field. The people I work with a more culture focused, but I believe there will be interested people in other communities.

E7: A public commission for age-friendly city was registered with Vilnius City last year. I'm positive about the cooperation with older persons but the initiatives must come from them.

E8: It is quite unusual idea for us. Our people are very self-centred. They don't look beyond the wall of their own apartment. It depends on the offer, some might get interested.

E9: It's a good idea and we may use the concept in the activities of Kaunas Seniors Council

E10: It is a beneficial project for our community members. We have many issues to resolve with local authorities. We don't like that only the interests of businesses are regarded. Community in-

terests also matter.

E11: Positive. The project could boost the current grass-root initiatives

E12: Klicken Sie hier, um Text einzugeben.

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

E1: Basic knowledge about the city administration, urban planning, land ownership (what is at the disposal of the city and of the state); basic legal literacy

E2: Decision making process; information search; deliberation skills; advocacy skills

E3: Legal awareness; communication

E4: Official letter writing; the structure of public administration

E5: planning and project management; critical thinking

E6: IT skills, modern technologies, understanding the apps

E7: Negotiation, communication, deliberation; event planning and management.

E8: Legal literacy, IT skills

E9: Project management, event planning

E10: Active listening, deliberation; basic laws on public administration and local governance

E11: Critical thinking, positive approach development, problem-solving abilities, critical issue presentation, basic scientific knowledge of the target group

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: Round tables, focus groups on specific issues, e.g. reconstruction of the stadium.

E2: Meeting with Public Transport Company employees to tell the drivers how people feel in the bus;

E3: Awareness raising campaigns, e.g. in central bus or railway station

E4: A stroll with assistive walking devices on a hard to walk pavement; breakfast with the Mayor.

E5: Starting a speaker's corner in Ažuolynas park.

E6: Demonstration how the stairlift at outpatient department works. There is a stairlift but I have never seen an older person use it. I think they don't know how or are afraid to start it.

E7: Mapping mobility problem areas in all city districts and showcasing them in a public area

E8: No ideas at the moment

E9: -

E10: Mapping hard to reach areas in the city

E11: Exercising in community environment; collaboration with research institutions asking for advice or for joint implementation of ideas; mapping of physical activity offers in the neighbourhood and informing older citizens about their availabilities

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: Negotiating with the local transport company to decrease the public ride price for persons 65+

E2: Helping apartment building residents to acquaint with each other. Something like "Hello, I'm your neighbour" campaign. People living in the same apartment building don't know each other, don't talk to each other.

E3: see above

E4: see above

E5: see above

E6: see above

E7: -

E8: see above

E9: -

E10: Developing a mechanism for regular funding to traditional annual events organised by local communities. We used to write project applications each year but according to priorities of the call in 2017 our cultural projects did not fit in any thematic area.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

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

E1: Recognition by local authorities and city district officers.

E2: Motivation, showing that their efforts will lead to real results, respect of their attempts.

E3: Good examples of similar activities with real results

E4: Acceptance by official institutions

E5: Inspiring leaders, training, clear goals.

E6: Economic support, premises where they could continue the activities for longer term. They need a regular place where other people, who get interested later, could join them. Assistance from younger people to understand and use applications (e.g. public transport), modern equipment, find information on the internet.

E7: Contact person in the city administration

E8: Training, inspiring lectures, administrative processes explained in a simple way.

E9: Liaising between them and public officers, kind of translator between bureaucratic language and people's language.

E10: Financial support so that people do not have to spend money from their pensions when organizing things.

E11: professional specialists

E12: Klicken Sie hier, um Text einzugeben.

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

E1: Community centres, district offices, schools, day centres i.e. where they usually hold meetings.

E2: District offices would be the most suitable place but in reality they do not have extra rooms. It should be a city building but it is hardly feasible. University/college room? Open office space?

E3: Hard to tell now. Depends on the specific district and community.

E4: An institute or agency whose staff could provide professional assistance.

E5: Different situation in each district. Can be a school, a police office, a library for the start. It depends if they are small groups in city districts or a big group dealing with mobility issues of the entire city.

E6:

E7: Depends on the district, have no opinion now

E8: Our community centre

E9: District offices or municipality meeting room, but it must be booked in advance and availability is subject to the council meetings.

E10: District council

E11: Sports U3A

E12:

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: Heads of older persons groups in Kaunas districts as they are the first contact point.

E2: Older persons are important before the elections. Now, as we are in the post-election period, the issue does not really seem very relevant.

E3: Developers of assistive technologies, apps.

E4: As an organised group they could be helpful to the city office in implementing neighbourhood safety programmes, learning about acute social problems in the district.

E5: They could help police officers in organizing road safety measures

E6: -.

E7: Sustainable urban mobility planners could have joint awareness raising campaigns

E8: Politicians use organised groups of older persons to earn their dividends for the elections

E9: Public transport companies, cultural institutions, small cafeterias can get more clients from

more mobile and more active older persons

E10: Nobody is interested in us

E11: Sport for all organizations, producers and traders of assistive devices

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: Some seniors' representatives might be interested, but not all.

E2: Aleksotas, Šilainiai, Panemune districts offices

E3: U3A Faculty of Tourism

E4: I don't know

E5: Retired police officers club

E6: Emeritus club.

E7: Marius and Kristina Ciuzelis Foundation

E8: Prienai older person's home

E9: Dainava day care centre

E10: -

E11: Some long-term participants of Sports U3A

E12: [Klicken Sie hier, um Text einzugeben.](#)

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

E1: Support in promoting the project at local authorities.

E2: Could give lectures about the principles of public administration and public decision making

E3: Could arrange project presentation in U3A faculties

E4: Will support the group organized in our district, if any. Will help finding the premises.

E5: Would like to participate in the training, attract people from Zaliakalnis district.

E6: I can spread the information in the organizations that I belong to.

E7: -

E8: I will not engage myself, but will spread information in our community

E9: I can help finding contacts in the City Council

E10: I won't engage myself but will spread the word in our community

E11: Sports U3A can support in organizing physical activity programmes

E12: [Klicken Sie hier, um Text einzugeben.](#)

