

MOBILITY SCOUTS

Engaging older people in creating an age-friendly environment



Report on research in the Netherlands

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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, senior's 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 the Netherlands the following procedures were applied:

The desk research was performed both by analysis of studies, reports, factsheets and on the internet using the following key words (in Dutch language) in different combinations:

- Age friendly environment, enticing-environment, senior-friendly city, dementia-friendly environment
- Active Ageing, Healthy Ageing, Move-friendly environment, Healthy Cities
- Civic participation (of older people), participation-society, do-democracy
- Client-participation, self-reliant older citizen
- Environment Act - to be implemented in 2019- participation of older people

- Mobility, accessibility of services for older people
- Physical-spatial environment/design, Urban development, Regional approach (district, neighbourhood, street)
- Political co-determination, participatory democracy
- Social-cultural living environment
- Social participation
- Social Support Act (2007) (advisory board, complaints procedure, accessibility of services)
- Traffic & transport and older people/ people with disabilities)

Research of best practices examples:

- Co-research and older people
- Co-creation and older people
- Co-production and older people
- Older persons' perception of environment
- Approaches, methods, training with for and by older people

Studies on co-production and co-creation involving older people as such were not found. Participation (civic, political, social), however is a key-word that is being used frequently both by politicians, policymakers and representatives of citizens. 'Sociaal en Cultureel Planbureau' - The Netherlands Institute for Social Research (SCP) - produced studies and reports about: participation, accessibility of services, shifting responsibilities between authorities and citizens, social-cultural living environment of older people, the Social Support Act (Wmo), came into force in 2007 and was implemented in 2015.

Movisie, the Netherlands Centre for Social Development has also been dealing with participation in the report: Participation disentangled, Different forms of participation in the spotlights (Van Houten & Winsemius (ed.), 2010). Movisie is also an important source for best practices, innovative approaches, methodology and tools on participation of older people, for instance panels, community building projects in neighbourhoods, housing-coaches for older people and citizen's initiatives involving older people. The brochure 'Cocreative Entrepreneurship, Chances for care and welfare' (Movisie, 2011) explains co-creation methods like: cultural probes/ empathic design, users and designers, social media and crowd sourcing.

The Knowledge Centre on City and Region, Platform31 is a knowledge and network organization that supports local authorities and provinces regarding the preparations for the implementation of the 'Omgevingswet' (Environment Act 2019). The thesis Greying cities, resulted in a practical guide with guiding principles local authorities should consider when planning to (re)arrange the city and the effect this could have on mobility of older people (Cammelbeeck, 2013). Knowledge Centre CROW, a technology platform for transport, infrastructure and public space published a 'senior proof road design', a brochure

with tips and suggestions for road maintenance and developed a mobility project in cooperation with older people's organization ANBO (Utrecht, 2011). Research and good practices are also to be found at De Fietsersbond (Cyclist Union) and ROCOV (Regional transport).

The University for Applied Sciences Windesheim, Department Education & Older Adults runs the Research programme Innovating with older adults. Researchers conduct studies in close collaboration with older adults in so called Living Labs. Educational innovation practices are being developed in the community, but also in care settings.

Eleven expert interviews were performed by telephone, face-to-face and in writing (see Annex).

Experts were from the following fields: social gerontology, social care & education, research, consumers' interests, older people's interests, infrastructure & environment, urban planning, transport, mobility, care and welfare sector. Functions: pensioners, volunteer, architect, professor university applied science, advisor/consultant, project manager knowledge centre, chair of the board of consumer organization, programme coordinator interest organization, promotor EU network/action group AFE, coordinator regional care network, lecturer & project manager

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

Civic participation

Traditionally the Netherlands has never known a strong central planning by the national government. From the 17th century onwards there has been a strong civil society with a variety of private social organizations, initiatives, associations, foundations and social enterprises. Hospitals, housing corporations and welfare institutions were also private enterprises that were – and still are – 'mission driven' organizations aiming at special target groups. Civic participation and the participation society are therefore not a new phenomenon (Van Houwelingen, et.al, SCP, 2014). The high participation level is also illustrated by the traditionally high number of volunteers. The percentage of the Dutch population >15 and over involved in voluntary work - in the 12 months preceding the interview - was 48%. The number of volunteers aged 75 and over was 31% (CBS, 2015).

City innovation and involvement of inhabitants

The post-2nd world war period was a period of housing shortage and house-building in the Netherlands in which the role of citizens regarding the improvement of neighbourhoods changed. Labelled as *stadsvernieuwing* (city-innovation) policy focused on the improvement of the physical living environment, largely ignoring the social dimension. At the end of the 1980s this changed. With the rise of the concept of social innovation attempts were made to stimulate social cohesion and the involvement of inhabitants with their living environment.

In the 2nd half of the 1990s ‘urban innovation’ was introduced (Stedelijke Vernieuwing, ISV) and a budget of over 4 million euro for the period 2000-2014 allowing municipalities to finance neighbourhood-budgets (*buurtbudgets*). In 2003 the Ministry of Environmental Planning introduced an Action Plan to strengthen neighbourhoods (*krachtwijken*) thus stimulating the responsibility, involvement and participation of inhabitants. This was extended to the country side. Citizens were expected to not just give their opinion or participate in decision making processes, but also to become actively engaged, to take responsibility and initiatives.

Shifting responsibilities and civic engagement

The changing relationship between government and citizens resulted in an intensive public discussion about socialization of public tasks, passing back responsibilities, self-reliance, , dynamic society, vital society, participation society, do-democracy etc. Although both municipalities and citizens acknowledge that citizens’ initiatives may very well contribute to the neighbourhood in a very positive way, there is no broad movement of growing civic participation. Citizens who take initiatives to create and realize their wishes about the neighbourhood do exist, but they are limited to small groups, mostly coming from highly educated middle-aged men. Findings in a study of the Social and Cultural Planning Bureau make clear that the quality of the living environment influences the involvement and (supportive) participation of its inhabitants. There is a danger here of a vicious circle: while local authorities withdraw and few inhabitants are actively involved citizens’ feeling responsible for their neighbourhood may be curbed. Yet research confirms that policies directed at citizens being responsible themselves are being experienced as very positive both by governors and inhabitants (Vermeij et. al. SCP, 2012).

Age-friendly environment

The concept of an ‘Enticing Environment for older people’ was introduced in the Netherlands by the Innovation Program Wellbeing Older People in 2007. In a literature study the concept of an ‘Enticing Environment’ is explored. It consists of three components: 1. physical – spatial environment, 2. social-cultural environment and 3. the individual perspective (lifestyle, personal history, way of life). The study also presents some practical examples of each of the three components (Royers, Vilans, MO groep, 2007).

Neighbourhoods for ageing in place

In the thesis *Neighbourhoods for ageing in place (Oud worden in eigen buurt)* Hanna van Dijk (2015) examined older people’s perspectives on ideal neighbourhoods for ageing in place. “Based on the World Health Organization’s framework for age-friendly cities (WHO 2007) the

comparative importance of physical and social neighbourhood characteristics from the perspectives of frail and non-frail older people were explored. Older people's dependence on the neighbourhood seems to be dynamic, affected by changing social and physical conditions and levels of frailty" (Van Dijk, 2015).

The WHO framework for age-friendly cities has been adopted by several larger cities in the Netherlands from different perspectives. The city of The Hague presents itself as being senior-friendly, other cities (Amsterdam, Utrecht, Groningen) take part in the international network Healthy Cities and/or of AGE' s Thematic Network for age-friendly environments in the European Union, AFE Innovnet. The Vrije Universiteit Amsterdam, department of social sciences cooperates with knowledge center Ben Sajet, combining (applied) scientific research, care professionals, vocational (care) education and involving older people themselves. Programs and projects aim to improve quality of life of inhabitants of district Amsterdam Noord (North).

On a national level the Ministry of Health, Wellbeing and Sport campaigns and supports research and projects on a dementia-friendly environment. Platform31 is a knowledge and network organization that keeps a watchful eye on the trends within cities and regions. The platform has an independent position between government and civil society, connecting policy, practice and science to comprehensively tackle current issues, designing an approach that enables administrators, policy makers and implementers to take swift and effective action. Platform31 offers courses, learning-circles, college-tours and workshops, for instance to develop views in preparation of the Environmental Act, to be implemented in 2019. Another example is a college-tour 'Ageing in the city' in cooperation with the four largest cities Rotterdam, Amsterdam, Utrecht and Den Haag.

Mobility

There are many articles that discuss the mobility of older people and the relation between mobility, health and the living environment. The mobility of older people is looked at from different perspectives.

Traffic and transport

Older people are users of the street: older people use different types of transportation. Car, bike and public transport, but they can also move in a wheelchair, with a walker or in a scooter. National campaigns like "*Blijf Veilig Mobiel*" inform older people about safe ways to travel and increase the awareness. It is known that when aging, the ability to drive a car or ride a bike, changes. Reduced sight and responsiveness and physical constraints are reasons why older people don't feel safe anymore, stop using their car or bicycle and/or avoid going outside (ANBO and CROW Utrecht, 2011). Stakeholders like the Fietsersbond (Cycling Union) or ROCOV (public transport) represent the interests of users and file complaints when necessary, take on research on traffic matters and initiate projects and activities for older people (like bicycle-training, information meetings).

Infrastructure and urban development

The main mode of transportation for older people is walking (Cammelbeeck, 2013). Therefore, it's important to look at mobility-issues in the direct living area. Cammelbeeck

(2013) asked 437 older people in one city to list and describe the obstacles they deal with when going outside. The outcome is the basis for the Design Principle Book (2013) which can be used by urban designers, local authorities and architects. Recently a thesis was presented on the relationship between health, walking and living environment, based on data from ELANE and SHARE (Schop-Etman, February 2017).

In research, we have found other examples of older people being asked about their experiences, way of life or ideas. (e.g. Korbee and Koster, 2014). However, we did not yet find examples of older people being asked to participate in the production or creation processes of a more accessible and friendlier living environment, or initiated such processes themselves. But initiatives like 'Happy Streets' (Rotterdam) or 'Space makers' (Utrecht) are examples of neighbours or citizens who find it important to look after their neighbourhood themselves and invite other neighbours to join them. What we see is that it is necessary to look for local stakeholders who can make the connection between the wishes, initiatives and entrepreneurship of citizens and the people who have the mandate to make it happen (like local authorities).

Mobility in place

Mobility in the house is a second way of considering the issue of mobility. Prevention of falling, safety measures in the house, support close at home are examples of measures and services. Housing-desires of older people living at home, but who may need help in the future have been reported in different 'housing-monitors', e.g. a report conducted by older people's organization ANBO (2012). This has been a starting point for innovative projects involving older people, guided by trained 'housing-coaches' - mostly older volunteers - to start a conversation about their housing-desires and dreams like 'protected living, dementia-friendly housing and lasting a life time houses'.

3.1.2 Issues of political discussions

Civic participation and client participation

Civic participation is about involving citizens in drawing up, implementing and evaluating government policy, especially at local level. Municipalities, citizens and sometimes external experts or organizations cooperate in creating plans and policies in an 'open atmosphere and attitude' towards each other and discuss their approach in advance. Making use of each other's competences and increasing the public basis are central in the decision-making process. By and large there is no difference between civic participation and client participation. The only difference being that client participation is targeted at a specific group of people, for instance people who receive care in an institution or people who are less self-reliant (Sok, et. al, 2009).

Definitions, studies and reports about participation and debate about the Dutch so called 'participation society' are strongly related to the recent transition and decentralization process transferring responsibilities of the national government to local authorities resulting in the Social Support Act (Wmo, 2007). The Wmo obliges local authorities to give citizens and

other stakeholders an opportunity to participate in the formulation of Wmo policy. This is being done in several ways, including through 'Wmo Councils'. In 2011, virtually all municipalities had a Wmo Council or comparable body. In eight municipalities where qualitative research was carried out in 2012, there was a growing tendency for Wmo Councils to be given a purely advisory role at the expense of their advocacy role. This suggests that local authorities should find other ways to ascertain the views of Wmo users. Special attention is needed for the least assertive groups, particularly clients of community shelters, public mental health care services and dependency care (Social support in development, Evaluation of the Dutch Social Support Act (Wmo) 2010-2012, SCP, 2014).

Acknowledgment of the (older) patient/client's view and experiences regarding quality of life has led to the clients' perspective being given a place in individual contacts between professionals and clients, but also in policies of organizations and municipalities. In this form, the so called 'client participation', clients are involved in thinking along and discussing policies. This way of participation is also called collective client participation or policy-participation. The Act Client-participation Care Organizations (*Wet Medezeggenschap Cliënten Zorginstellingen, WMCZ*) aims to give clients a say and requires institutions to involve clients in issues regarding care and support as well as their policies. The WMCZ prescribes institutions, e.g. residential homes and nursing homes to establish a board of clients. Sok et. al (2009) argue that regular forms of client participation, like a Wmo – advisory board or a client board in institutional care settings turn out to be unsuitable for frail citizens and clients. Because of their disabilities, lack of stamina and/or problems with mobility they are likely to experience more obstacles in participating and having a voice. That's why municipalities and (care)institutions need to think of new ways to strengthen the voice and position of the client

Trends in civic participation

In the study 'Power to the people' (*Burgermacht op eigen kracht*) the Netherlands Institute for Social Research (SCP) explores trends in civic participation. In this report two forms of 'civic participation' are distinguished: self-reliant participation and policy-influencing participation. The first refers to forms of participation which mainly involve people doing something themselves, such as keeping their neighbourhood clean or keeping a service or amenity running. The second is about exerting influence on the policy of a public or private body, for example by voting, lobbying or exercising the right to public consultation and participation in decision-making.

Current government policy in the Netherlands is aimed particularly at promoting the former, i.e. self-reliant civic participation. Policy-influencing civic participation is no longer high on the political agenda; 'public consultation and participation in decision-making' has long ceased to be a point of contention and has largely become no more than a procedure and there is little discussion of referenda and electoral systems. That said, experiments are being carried out at local level aimed at giving citizens more influence over policy (Van Houwelingen, SCP, 2014).

By 2019 the Environment Act will be implemented. Just like the Wmo it is a decentralization process transferring responsibilities from national level to regional and local authorities. Local and regional authorities need to prepare for this new Act. By 2018 they must have

developed their view on environmental issues, including transport, mobility and how to implement it in their communities.

It will be up to municipalities to decide if and how they wish to involve citizens in this process. Provinces, local authorities, policymakers are being supported by knowledge centers and consumer interest platforms (Platform31, CROW, ROCOV). These organizations run courses, workshops and organize debates that are also open to organizations, companies and citizens interested to become involved in the process.

3.1.3 Innovative research, projects and initiatives

Co-research

Research Program Innovating with older adults

Windesheim University of Applied Sciences (Zwolle): Research Program Innovating with Older Adults, led by professor Carolien H.M. Smits, professor Innovation in Geriatric Care.

<https://www.windesheiminternational.nl/research/health-and-social-work/innovation-in-geriatric-care/>

Research is commissioned by and in collaboration with professional and higher education practice and older adults themselves. The research group aims to improve the lives of both healthy and vulnerable older adults by developing, sharing and implementing knowledge. This improvement applies to the quality and the control of one's own life. The research group has two research programs: Shared Decision Making in Complex Situations and Innovative Participation

Shared Decision Making in Complex Situations

Everybody ages in their own way and in a specific social and environmental context. The environment offers older adults different opportunities. Professionals must acknowledge the uniqueness, preferences and capacities of older adults and the members of their personal network.

Innovating with older adults

Older adults' expertise is tapped in several ways:

- Older Adults Sounding Board. These older adults convene four times per year. They offer advice on the relevance, content and design of research projects. This sounding board is organized by the research group and the bachelor education of Applied Gerontology
- Denktank 60+ Noord (Thinktank 60+ North). This is a critical group of older adults who comment on research and education
- Participation in projects, via sounding boards, (test)panels, project groups, as respondents and co-creators

Example of good practice: Living Labs

Living Labs offer a good setting to integrate practice innovation, learning and applied research. Professionals may learn how they can improve their practices with the target group. This may increase their career opportunities and job satisfaction. Students develop their innovation- and research competencies. Lecturers can adjust the education to the capacities of the professional practice and their students. Finally, researchers can conduct studies in close collaboration with older adults, professionals, students and lecturers. Educational innovation practices can be developed in the community, but also in care settings. Examples are the Community Lab Meppel (Zorgcampus Noorderboog), *LivingLab* (in Assendorp, Zwolle) and the Care Training Centres (Zwolle).

Research on older people and ageing in the Netherlands: 65+ and then what (65+ en dan)?

Images of ageing is a spearhead of think tank '*Denktank 60+ Noord*'¹ as images of ageing play such an important role in society, determining our role and position.

In cooperation with Professor Dr Sabine Otten (University Groningen) *Denktank 60+ Noord* set up and conducted an online-survey among people aged 60+ (2014). The aim of this project was to explore images of ageing of older people themselves, the relationship with their peers, their wellbeing and possible relationship between these psychological variables. A total number of 270 respondents, aged between 61 and 86 responded to the online survey. Although the survey was not representative, due to too many high-educated older people being in the sample, data show that images in terms of identifying with peers can be important links to wellbeing of older people in present-day society.

Ageing as foreign elements (*Oud worden als import*)

Older people in the province of Overijssel, area of the city of Zwolle, initiated co- research on the issue of 'Ageing as foreign elements: how do you do it?' What does it mean to grow old in a place that you moved to 20-30 years ago, but did not grow up in? Most people feel at home and yet there is still this feeling of being a 'foreign element' even after 20-30 years. How do older people experience this? What chances and limitations do they see? This research project is an experiment of older people taking the initiative and doing research themselves. How does this work and what could older people, students and researchers gain and learn from it? The co-research project is supported by *Denktank 60+ Noord* and the University of Applied Sciences Windesheim, O & O-group (Older people & Education).

¹ Denktank 60+ Noord covers the provinces: Groningen, Friesland, Drenthe and Overijssel. Their aim is to connect knowledge and ideas to innovative activities. To stimulate older people to get involved activities at local level were initiated to help people to regain control over their own lives and living environment. Older people can and want to take responsibility, together with their neighbours and professionals who support them. That is why Denktank 60+ Noord is looking for the strength of older people, even when they are vulnerable. Local initiatives can lead to a dinner-table project for older people who live alone, a care-cooperation, a plan for keeping an assisted living complex with care in the village, taking charge of a home for temporary support (steunsteek). Source: website of Denktank 60+ Noord: www.denk60plusnoord.nl

Co-production

Advice senior-friendly environment

A municipality in the province of Drenthe requested ‘think tank’ *Denktank 60+ Noord* to provide ideas and answers about the problem: “what is an age-friendly municipality?”.

Denktank 60+ put together their views and ideas resulting from a dialogue within the network Drenthe of Denktank 60+ Noord. It was decided to widely disseminate the results by putting the advice on the website, so other people, municipalities and citizens could learn and profit from (Ans Stoker, Denktank 60 plus Noord – Netwerk Drenthe, 2015).

Participation in target group panel

Het *Nationaal Programma Ouderenzorg (NPO)- Beter Oud* is a national programme. It aims a coherent care provision that is better suited to the individual needs of older people. The programme started in April 2008 and ran until 2016. The programme and the networks resulting from it involve many partners, such as the Ministry of Health, Wellbeing and Sport, Health care research, network of older people’s organizations and 8 regional social care networks. regional networks are strongly committed to increase the involvement and participation of older people in issues of health - and social care, research projects, education, but also in the transition from the hospital to going home. Netwerk 100 (Network 100 is a regional social care network in the region Nijmegen. It has a sounding board, test groups and a target group-panel (doelgroeppanel, DGP). The DGP represents the welfare organizations, senior organizations and can also represent individuals. Every intervention, idea or project is discussed by either one of these groups of older people, before it’s carried out. They are also involved in the process of evaluation and supervision.

(www.netwerk100.nl/doelgroeppanel)

Stadsdorpen: by and for inhabitants

A *stadsdorp* (townvillage) is an initiative of and for inhabitants of a neighbourhood aiming to bring about modern neighbourliness (*nabuurschap*). The first *stadsdorp* was Stadsdorp Zuid (Amsterdam), made use of the ideas and experiences of the Village to Village Network. The purpose is enabling older people, who want to take care of each other, to remain actively, healthy and safely (for as long as they can) in their own homes.

Since 2010 the number of *stadsdorpen* in the Amsterdam area has amounted to 24 and there are more to come. Each *stadsdorp* develops according to the character of the neighbourhood, its inhabitants, the local companies, social enterprises, services they cooperate with. Some are meant just for people 50-plus, other initiatives are open to all ages. Some are formal organizations, others are more like a social movement.

(www.stadsdorpenamsterdam.nl).

Vital communities

Vital Communities is an experiment that aims to revive community-dwellings of older people. The so called ‘Vital woongemeenschappen’ search for effective approaches of community building and revitalization in residential settings by stimulating mutual contact

and joint activities. Inhabitants-committees consisting of inhabitants and professional staff of housing corporations from ten selected residential homes were trained in the method 'Studio Bruis' (Bubble). The *Studio Bruis* method is a form of community-building. The training challenges (older) participants to come into action and organize activities themselves. The participating professionals learn a different attitude and role: i.e. to acknowledge the strength, wishes and talents of the older inhabitants. They also learn how to stimulate and facilitate older inhabitants to take the initiative themselves with small scale activities, with people who live next door and/or have the same interests (www.activage.nl).

Community building approach Samenkracht80+ (Joint Strength80+)

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

Co-creation

Smaakmakers (Flavour makers)

A small group of elderly ladies in a residential home was very unsatisfied with the food they were being served each day by the central kitchen based outside the location. Their dissatisfaction grew and grew resulting in a lot of grumbling and complaining. The ladies organized themselves under the name '*Smaakmakers*' and came into action. Initially they limited their actions to criticizing and filing complaints. They did not think of any solutions at first. To break through this 'negativism' Tineke Abma (professor Client participation in elderly care) suggested to the group of ladies to make a collage of their dreams of what the food should be like. This resulted in dreams and ideas for improvement of the ambiance and atmosphere during meals, the composition of the menu, and the preparation of the food. Next steps of the ladies were: conversations with other inhabitants, kitchen staff, the client board and management with their collage being used as input. All parties learned how they could strengthen each other, resulting in a refurbishing of the kitchen, recruiting a new cook, with some of the elderly ladies in the selection-committee, a more varied menu and more attention being paid to the atmosphere (Verhaag, Movisie, 2011).

Visual Incentive Method (VPM)

The visual incentive method (VPM) was developed in 2002 by older people's organization KBO and Netherlands Institute for Care and Welfare (NIZW). The photo-project was part of a project "*How we – senior citizens want to live*". Older people were invited to take photos of

the livability in their own villages. Their assignment was: “Take 24 photos of situations, that reflect living in this village”. The idea was to involve older people in the process of evaluating the livability and accessibility of services in some small villages in the province of Brabant. The group of (17) ‘amateur-photographers’ were all interviewed individually and invited to the town hall for a group discussion about livability of the environment and to exchange their photos and views with other participants (Frankenhuisen in Sannen et. al.: KBO-Brabant, NIZW, 2002

Amsterdam - Age-friendly cultural city

In December 2016 Amsterdam won the price for being the most 'age-friendly cultural city' because of their photo-project. *Twee keer kijken (look twice)*. The photo project is an inter-generational photography project that was carried out in four districts. Participants discover their creativity. Young and old meet each other and their neighbourhood by means of photography. www.foam.org

3.2 The Mobility Scouts concept

3.2.1 Expert assessment of the conceptual approach

Experts reflect the findings of the study of the Social and Cultural Planning Bureau (SCP) when stating *“the quality of the living environment influences the involvement and (supportive) participation of its older inhabitants”*. Proximity and accessibility of services, including transport, shops, places to meet were mentioned by all experts as being very important to allow older people to participate. Social factors, for instance enabling older people to meet in a ‘natural’ way next to confidence and being taken seriously are also considered very important.

Although the concept of age-friendly environments has been embraced by most large cities (Amsterdam, Rotterdam, Den Haag, Utrecht, Groningen) and activities are being labelled by policymakers as ‘age-friendly’, municipalities and small communities in the country-side are not familiar with the concept, nor is it well-known among ordinary citizens. Yet, especially in smaller cities, villages and rural areas poor accessibility and lack of services, for instance bus routes suddenly being discarded, are a big issue, that hinders older and disabled citizens in taking part in society. In participation platforms on provincial level, older citizens are represented by older people’s organizations. On national level the National Disability Council is very active in this field and has a lot of expertise older people could profit from.

Nearly all experts report that filing complaints is generally well arranged in all communities, but often does not amount to much. Accessibility (desk or just a website) is often of poor quality and many older people do not have digital skills. A follow up let alone solutions are often lacking. Housing corporations and Wmo (social support) have their own complaint desks and both stimulate active involvement of inhabitants and clients. This may also be the case on district level, where – in some cases -money is available for basic structures and a district council involving citizens who control the budget. The trend of (senior) advisory

bodies becoming part of a broad city council and citizens themselves controlling the budget at district level is according to an expert: *“a shift from ‘participation-democracy’ to a ‘do-democracy’. A citizen who takes the initiative, may get a stage (local media, policy makers, city council). We are looking for new approaches, there is a tendency to more involvement of citizens”*

Another expert referred to the capability to hire expertise if needed. *“If platforms disappear a citizen is on his own. While a renovation took place in the city part I live in I saw three aldermen come and leave again. So, there is no knowledge, whereas civil servants often stay much longer in place; there is also a tendency to hire project based freelance civil servants who do not have knowledge of the neighbourhood. This means citizens need to think of new strategies and think of solutions/take action themselves”.*

Initiatives involving older people do occur, but examples of co-production are still rare. In the early 1990s a senior-proof label for communities and services was developed, including government criteria that were being developed by older people’s organizations. So called *Stadsdorpen* (town villages) are also an example of older citizens who take the initiative to organize all kind of activities and (mutual) services themselves. Some even refuse cooperation with the municipality to safeguard their independence, preferring to cooperate with entrepreneurs or being sponsored by private companies. Another example that has been mentioned is a neighbourhood – App for safety of the dike. These examples reflect the trend of current government policies in the Netherlands promoting ‘self-reliant’ participation. Public consultation and participation are no longer on the political agenda. The ongoing decentralization process and shift of responsibilities to local authorities urges them to find ways to involve (older) citizens: for instance *“Laakse Lente’ is a citizen’s initiative of two inhabitants who opened their house/living room to other inhabitants. The Municipality, alderman and civil servants welcomed this initiative with open arms and promoted this idea widely. This shows one is really looking for ways to involve older people. Community-building is now being picked up everywhere.”*(expert)

Most experts are positive about the Mobility Scouts project. “Excellent, interesting and necessary” are qualifications of experts, acknowledging the importance of older people who take the initiative, expressing their views on the design of their living environment. Critical questions and remarks were made about the aims and objectives of Mobility Scouts not being very clear, with a strong focus on ‘doing things’ instead of vision.

3.2.2 Working areas for Mobility Scouts

Social entrepreneurship

Experts gave many examples of projects, methods and tools that could be useful for the Mobility Scouts project, like the panel method to give older people a voice, based on their needs. About ten years ago the visual incentive method (VPM) was developed, which was about involving older people, based on wishes and a personal perspective on the living environment. Nowadays this method is labelled ‘cultural probes’. The visual incentive

method does not just invite participants to evaluate and discuss the environment, but also to do things. Art can play a role and technology can be of help (ten years ago there were just cameras, nowadays everybody uses a smart phone). Co-creation is basically about social entrepreneurship, based on thinking and doing. Mobility Scouts fits into these methods and tools.

Intergenerational and empowering

Experts stated we should not consider older people to be a different group; on the contrary, older people are an integral part of society. Aim of Mobility Scouts should be to make a living environment that functions for everybody and thus for older people as well. An intelligent mix of young and old should result in solid neighbourhoods where generations support and profit from each other. The example of the University Programme: *Innovating with older adults*, involving Denktank60+ Noord (Think tank), a group of critical older adults shows that close collaboration with (young) students (care sector) is empowering, e.g. for older people bringing in their experiences about issues important to them into research and functioning as coaches for students.

Co-development and cooperation

Co-developing educational innovation practices in the community (Living Labs) is another way of co-production that could be an example for Mobility Scouts. Community approaches and experiments like Joint Strength+80+ and Vital Communities are being embraced by municipalities, housing corporations, the social care sector and environmental alliances on provincial and regional level. Mobility Scouts could function as experts in bringing together older people and different sectors (local authorities, professionals) interested in involving older people.

Mobility on the local agenda

Mobility e.g. moving/ being mobile outside the house is considered by experts to be an important working area for Mobility Scouts. This could be a niche and a corporate responsibility of companies like the Cyclist Union. Examples are courses/education in E-bike cycling for older people. Another concrete and urgent problem that Mobility Scouts could tackle is the bad acoustic in most meeting places, also at meetings of older people's organizations (hearing problems increase exponentially for people 55+). Accessibility and being able to move in public places is also a big problem. Mobility Scouts could organize walking tours led by older inhabitants showing obstacles and bring in solutions and ideas in group-discussions with the municipality along with other issues like: discontinued bus routes

3.2.3 Supporting conditions and institutional settings for Mobility Scouts

Participation: how to involve older people

Supporting conditions that were mentioned by experts are: the guiding principle of Mobility Scouts: 'involvement of older people - every step of the way', considering older people as partner in design - and decision making processes and building communities. Mobility Scouts

(NL) - i.e. the project and scouts themselves should be aware of the shift from influence based democracy to a do-democracy. There is a new generation of older people coming up, e.g. *stadsdorpen* (townvillages), who take the initiative and do not want to be patronized nor become dependent of institutional care organizations and local authorities. One expert suggested that Mobility Scouts could develop a tool to map out at what places co-production is most urgent, like a neighbourhood survey. Mobility Scouts could also make use of existing tools e.g. the 'visual incentive method' (older people taking photo's themselves of the environment) or learn from similar projects like the intergenerational photo-project in Amsterdam.

Partners

Local authorities, regions and provinces in the Netherlands need to prepare for the Environment Act – to be implemented in 2019 - and develop a vision involving citizens. Mobility Scouts should according to some experts *"connect with local policy makers, aldermen or governors who already have the mind-set that older people should be in the lead when it comes to making decisions that affect them"*.

Mental Health Services (GGD) work on prevention of physical and social health problems and conditions. Their work is demand-oriented and their work follows the guiding principles of the WHO on age friendly environments. The same goes for national programmes like 'Beter Oud' (Growing old better) and regional networks.

Cooperation

Cooperate with existing 'movements' and projects was mentioned next to cooperation with cities who want to become age-friendly (Rotterdam) or cities who take part in age-friendly networks like Healthy cities, age-friendly cities in Europe (Amsterdam, Groningen, Utrecht and Den Haag). Projects that need a local community to succeed (e.g. development of life-course housing) and regional platforms transport & mobility could be interested to cooperate. Mobility Scouts could function as ambassadors on a local level, provide information and find out what users of public transports needs are. Furthermore, Mobility Scouts could cooperate with small scale local projects on street-level or initiate these themselves in their environment.

Exchange of information, knowledge and expertise

Exchange of information, knowledge and expertise, sharing of methods and good practices are important supportive conditions according to experts. Older people organizations are well organized on a local level. They may also play a role in the dissemination of developments regarding Mobility Scouts and communicate to a broad (older) public. Education e.g. University of Applied Science: co-research, co-production exchange of good practices and coaching were also mentioned by experts, next to knowledge centres and Platforms that offer workshops, college-tours, trainings, sharing of methods.

Connect and Link

Experts pointed out there is a tendency to organize around 'themes'. This is not even a project, but simply some people who meet and work together temporarily on an issue or theme. Temporary cooperation with alliances, movements and connection with networks

and platforms were mentioned by experts. If Mobility Scouts decide to connect and work in an institutional setting it should be temporary with a trustworthy existing structure. It was suggested that Mobility Scouts should be part of a local level structure, but it should be disseminated on a national level, linked to a national expertise network and a website. Mobility Scouts could function as a resource of involved senior citizens, a 'mobile brigade', one could call upon whenever citizens, platforms, networks need their expertise.

Supportive conditions

Funds could be supportive, e.g. Fund Nuts Ohra supported the follow-up of Active80+/Samenkracht (www.samenkracht.nu).

3.2.4 Skills needed by Mobility Scouts

Skills that a Mobility Scouts team (not just one person) according to experts should have:

Personal and social skills:

Communicative, openness, empathic, ability to listen, assertive (a bit cheeky, bold), tact, curious, flexible; Ability to network, work with groups, co-operative, dare to stand up and reach out, perseverance;

Awareness, self-reflection:

Open eye for diversity of ageing process, ability to reflect on own skills and behaviour, helicopter-view, awareness of environment;

Strategic skills:

Build and pursuing, ability to put issues on the agenda, ability to get into the capillary of a neighbourhood (find out who, what, where), take initiative, able to enthuse, to convince and lobby;

Organizational skills:

Ability to organize, digital skills, social entrepreneurship, ability to understand/read urban planning (maps/reports).

3.2.5 Relevant stakeholders and potential cooperation partners at the pilot locations

Eight out of eleven interviewed experts could mention relevant stakeholders and/or potential cooperation partners at the pilot locations. These relevant stakeholders were also mentioned in chapter 3.1.1. and 3.1.3. in this report; a summary of these stakeholders and their work can be found in the Annex. Stakeholders that were mentioned by experts as potential partners at the pilot locations were:

Province of Overijssel: ROCOV (public transport) and BASE-living (environment)

Province of Gelderland: Leefbaarheidsalliantie (Alliance on environment regional level)

Community-building projects: Samenkracht, Vital living communities

Older People Organisations (local, regional level): ANBO, UniekBO/PCOB

Senior Boards and Councils, e.g. PROO in province Overijssel
Cycling Union (volunteers local level)
University Applied Sciences Windesheim (Zwolle) and Haagse Hogeschool (Den Haag)
Living Labs – Denktank60+ Noord (co-research)
Network100 – user panels of seniors (potential mobility scouts)
Museum Foam Amsterdam (intergenerational photo-project)

Other relevant stakeholders that were mentioned by experts, but not included in the desk research are:

Leyden Academy on Vitality and Ageing/ prof. Joris Slaets (knowledge platform)
Getoud: is a foundation that actively promotes positive images of older people and ageing and connects young and older people. This is being done through creative and playful projects for and with older and young people.
Foundation Consumer & Safety (use of ICT)

All experts were willing to support the Mobility Scouts project and/or wanted to be kept posted. Support could be: development of material (methods, tools), think along, information on website (age-friendly environment Nederland), exchange of knowledge, involvement of students, research, training (4 experts), article, cooperation with network, involvement on a local scale.

4. Conclusions and recommendations for the design of the training

Guiding principles

Question (7) in the interview was responded by one expert with the following statement: *“I choose not to name or suggest projects. Mobility Scouts should not work this way. They should engage others, stimulate participation and built communities that can come up with ideas. Not the other way around”*. Experts of the older women’ network (OVN-NL) expressed the same: *“Mobility Scouts should involve older people every step of the way”*.

Participation

Engagement of older people to improve health and care services has become a guiding principle for eight regional networks that are part of the National Programme Elderly care (NPO). All networks started projects that should lead to improvement in the field of health and (social) care. Older people in these regional networks name priorities, they are involved in development, judgement and monitoring of the projects.

Participation (client- and civic participation) has many faces and forms: from information, consultation to older people taking the initiative for a project. The ambition of NPO is equal partnerships of older people and professionals, led by equality guidelines.

These guidelines concern:

1. Preconditions for participation

2. Attitude and skills of both older people and professional
3. Cooperation between older people and professionals

Do-democracy

The decentralization process resulting in shifting responsibilities and a public debate on 'the participatory society' and responsibilities of citizens and national as well as local authorities has led to a boost of citizens' initiatives and a shift from participation (consultation/advice) to a 'do-democracy'. In turn local authorities are looking for ways to involve citizens. Community building projects or individual citizens' initiatives like 'living-room-meetings' are being welcomed by local authorities. A recent evaluation of civic participation in neighbourhoods shows that citizens' initiatives can never be created top-down. Housing corporations, municipalities and care – and welfare organisations may think of structures and plan projects, but this does not mean they will get public support or lead to improvement of the neighbourhood. Older people, in particular the oldest generations are often seen as 'objects', who are asked about their needs and wishes, while the contribution, knowledge, and experiences of older people are ignored. The only way to involve (older) citizens is to connect with what moves them. Participation, involvement can only be successful if it is connected to the living world of inhabitants, thus allowing them to become co-owner of the process (Engbersen, 2016, from website).

Sense of place

Inhabitants may feel attached and connected to their district/neighbourhood. Often older generations have a strong feeling of identification, a *sense of place* and connectedness to their neighbourhood. They share a collective story. If housing corporations and local authorities do not recognize these stories they may disturb this 'sense of place' and thus the collective 'identity' of a neighbourhood. Projects using story-telling, film, photos, walking tours, apps can capture this shared identity and sense of place. In this way citizens will feel involved. Mobility Scouts therefore should have the ability to build and maintain relationships with older inhabitants, acknowledging their problems, needs and contributions.

Different citizens, different worlds

Mobility Scouts need to be flexible, able to draw the line and speak out expectations. He/she needs to pay attention to differences between groups, between older people, develop a view and perspective on ageing. In case of the Netherlands Mobility Scouts should be aware of the consequences of the decentralization process, i.e. the connection to the neighbourhood, the rest of the city (and world). Professionals, local authorities should play a role in this too. They can facilitate means, meeting places, structures to enable participation. This way Mobility scouts can reach out to a diversity of (older) inhabitants.

Continuity

Participation society created new energy among citizens, but the great many projects, new initiatives and organizations can be very vulnerable and without obligations. If there is no formal social infrastructure a citizen is on his/her own. This could be too much for any engaged citizen, resulting in a lack of footing and continuity of citizens' initiatives and

activities. Therefore, a solid social supportive structure is needed, facilitating and supporting hard tasks of (older) inhabitants.

Recommendations for the training

- Starting point for a Mobility Scout should be awareness of what moves an older citizen/inhabitant and effect of (negative) images of ageing;
- Mobility Scouts should invest in making and maintaining relationships with older people;
- A supportive attitude and the ability to cooperate are essential for Mobility Scouts, next to being a stimulator and facilitator;
- Develop an eye for the pace of the process/ obstacles like physical aspects, be aware things do not go so fast in the lives of older people.
- Have an eye for the differences between circles of citizens/inhabitants
- Make use of existing projects, knowledge, practical experiences, handbooks, tools that have been developed;
- Mobility Scout initiatives should not be a 'one-time activity', but aim for continuity.

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Buurtsportcoaches

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Programme Meer Veerkracht Langer Thuis (Fonds Nuts Ohra)

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Active Ageing

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Bankjescollectief (bench-collective)

<http://www.bankjescollectief.nl/nl/about/> [accessed 31 january 2017]

Happy Streets

<http://happystreets.nl/> [accessed 20 december 2016]

Nederland wordt anders

<http://www.nederlandwordtanders.nl/>

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<https://www.windesheiminternational.nl/research/health-and-social-work/innovation-in-geriatric-care/>

Nationaal Programma Ouderenzorg (NPO) - Beter Oud

www.nationaalouderenprogramma.nl

<http://www.beteroud.nl/ouderen>

Stadsdorpen

www.stadsdorpenamsterdam.nl

Vitale woongemeenschappen www.activage.nl

Samenkracht80+ www.samenkracht.nu

MENSenSTRAAT www.mensenstraat.nl

Annex 1: Results of desk research in the Netherlands

a) Template for the collation of sources in desk research

Findings for the state of the art concerning the active participation of seniors in the decision-making process about community issues and age-friendly environments at political level in the Netherlands			
Publication issued by		Source	
Name of author and organisation	Issues of political discussions	Media	URL etc.
Statistiscs Netherlands (CBS), Sociale samenhang 2015, wat ons bindt en verdeelt (Social cohesion 2015, what unites and divides)	The publication describes social cohesion in the Netherlands from two perspectives: participation and confidence. Differences between groups, i.e. men and women, young and old, high and low educated, background/origin, religion are highlighted. The book focusses on developments between 2012-2014, but a retrospective over a longer period is offered as well. Findings show that almost half of the Dutch population >15 and older does voluntary work with an average of spending 4 hours per week, one out of three helps other people informally, six of every ten persons have confidence in other people, which makes clear social cohesion hardly changed these years.	Publication download	www.cbs.nl
L. Vermeij, P. Van Houwelingen, J. De Hart Verschuivende verantwoordelijkheden, H. 12: Verantwoordelijk voor de eigen buurt., Sociaal en Cultureel Planbureau, 2012	A study about changing relationship and shifting responsibilities between government and citizens. This has resulted in an intensive public discussion about: socialization of public tasks, passing back responsibilities, self-reliance, citizens' own strength, dynamic society, vital society, participation society, do-democracy etc. Local authorities experiment with different approaches and ways of working, thus hoping to appeal to another potential of active inhabitants. Solutions that are suggested in the study are: improvement of information, transparency, responsivity and accessibility.	SCP Report download	www.scp.nl
Pepijn van Houwelingen, Anita Boele, Paul Dekker, Burgermacht op eigen kracht, een brede verkenning van ontwikkelingen in burgerparticipatie Sociaal en Cultureel Planbureau (2014)	The SCP study about the main trends in civic participation in the Netherlands in recent decades shows the shift away from policy-influencing to self-reliant participation. The 5 Dutch municipalities that were studied, were found to be strongly committed to participation reform and concentrate mainly on promoting self-reliant participation, except one (Zeist). People living in villages, in particular, are very active as spending cuts and lack of public amenities force	SCP Report download	www.scp.nl

	them to set up or maintain these amenities themselves. Autonomy and a sense of ownership, personal contact with and a listening ear and appreciative attitude by the local authority, combined with smallness of scale, are some of the factors that can foster self-reliant civic participation.		
Mariska Kromhout et. al., Sociaal en Cultureel Plan Bureau, De Wmo in beweging, Social support in development, Evaluation of the Dutch Social Support Act (Wmo) 2010-2012, SCP, 2014, Summary and conclusions	Municipalities are required to involve citizens and other stakeholders in their Wmo policy (Social Support Act), and in 2010 virtually all of them had involved client or interest organizations in the formulation of their Wmo policy. More than half the municipalities had involved most of the provider organizations. Discussions with care and welfare institutions were mostly bilateral, while consultations with citizens/clients and their organizations mainly took place in the Wmo Council.	SCP report, English summary download	www.scp.nl
K.Sok, E. Kok, T.Royers, B. Panhuijzen, Cliëntenparticipatie in beeld, Movisie, Vilans, 2009	Inventory of practical examples of client participation (both independent, resilient clients and frail, less resilient clients) and some examples of inhabitant participation	Report	www.movisie.nl
Prof. Dr. Tineke A. Abma, Herinneringen en dromen van zeggenschap; Cliëntenparticipatie in de ouderenzorg (Memories and dreams about having a say; Clientparticipation in elderly care), 2010	Involvement and participation of clients are legally regulated through client councils, but practice turns out to be unruly. Councils often feel they are not involved in decision making processes, whereas they do have strong opinions about the improvement of care and quality of life. However, the system is focused on the material reproduction of services and little attention is being paid to the living world and daily problems older people are facing. The book offers the motivation and a method to active involvement of older people and their family with the policy of assisted living houses and nursing homes.	Book	Den Haag, Boon/Lemma
Marjet van Houten, Aletta Winsemius, Participatie ontward (Participation entangled) , Movisie, 2010	Participation is presented from all angles. It offers handles for creating participation, definitions and different forms, measures, different ways of guidance, practical examples and why they were successful.	Book	www.movisie.nl
Vereniging van Nederlandse Gemeenten (VNG, 2016)	In 2019, the Environmental Act will be implemented. Municipalities prepare for this by formulating a vision on the environment and prepare a regional plan. Area vision contains a description of the quality of the environment, how to deal with the territory and policies on the physical environment. The	Factsheet	https://vng.nl/files/vng/publicaties/2016/de-omgevingsvisie_20160623.pdf

	Factsheet points out it is advisable to involve citizens in realizing the vision on the environment. Municipalities can decide if and how they organize such a procedure.		
Theo Royers, Een Uitnodigende Leefomgeving voor Ouderen, Vilans/ MO Groep, (2007)	Definition of the concept of ‘an enticing living environment’, exploration of older people’s wishes regarding suitable housing and their definition of ‘an enticing living environment’.	Study of Literature/ paper version	
Vilans/ Movisie: Wat knelt? Inventaristie knelpunten bij burgerinitiatieven in zorg en welzijn	In the report ‘Wat knelt?’ (What’s pressing?) the Knowledge Centers Vilans and Movisie present: - The results of an inventory of bottlenecks in citizens’ initiatives that focus on care and support; - A joint thematic study and categorization of the bottlenecks with representatives of citizens’ initiatives.	Report	www.vilans.nl www.movisie.nl
Charlotte Cammelbeeck Greying Cities, TU Delft, 2013	Thesis, spatial strategies for residential neighbourhoods to promote active ageing. The main question is: What kind of spatial interventions are needed to increase the independence of frail older people in Dutch neighbourhoods? <i>“A solution to this problem can be found in the built environment and neighbourhood design.</i> The Design Principles Book is the practical outcome: <i>„We know now what is needed and therefore this design principle catalogue translates and combines findings on neighbourhoods design and elderly of different fields. Hereby including frail elderly into the design of neighbourhoods.”</i>	Thesis and workbook	Technical University Delft
Hieronymus C. Borst, Henk M.E. Miedema, Sanne I. de Vries, Jamie M.A. Graham, Jef E.F. van Dongen, Relationships between street characteristics and perceived attractiveness for walking reported by elderly people	Walking is important for the health of elderly people. Previous studies have found a relationship between neighbourhood characteristics, physical activity and related health aspects. The study describes the relationships between the perceived attractiveness of streets for walking along and (physical) street characteristics. Two hundred and eighty-eight independently living elderly people (between 55 and 80 years old) participated in the study. Overall, the	Abstract	http://www.sciencedirect.com/science/journal/02724944/28/4 published in Journal of Environmental Psychol-

	results suggest that three main aspects affect perceived attractiveness of streets for walking, namely tidiness of the street, its scenic value and the presence of activity or other people along the street. The results are discussed within the context of these three aspects.		ogy, Elsevier, December 2008
Fysieke omgeving en redzaamheid van ouderen (physical environment and self-reliance of older people) Raad voor Volksgezondheid en Samenleving (Council for Public Health and Society), 2014	Summary of scientific research. Conclusion is that more research is necessary to draw conclusions about the relation between health and the physical environment but there are reasons to believe that inviting, friendly, safe, clean, walk friendly neighbourhoods where there is balance between living, working, shopping and relaxing are attractive and good for building a community, and thus also for older people.	Online publication	https://www.raadrvs.nl/uploads/docs/Achtergrondstudie_Erasmus_MC.pdf

Findings for the state of the art concerning the active participation of seniors in decisions about community issues and age-friendly environments at practical level in the Netherlands			
Publication issued by	Practical measures	Source	
Name of author and organisation		Media	URL etc.
Loes M.T. Hulsebosch, Lerende wijk, Stichting Woonservicewijken Escamp	'Learning district', a way of working in assisted living quarters. The method of working in assisted living quarters is called 'The learning district'. This method is a broad participation blend, with both formal instruments (participation by interest groups) and environment tools (discussion forums, neighbourhood walks, design studios, stories' tables). This methodology focusses on the wellbeing and living environment of people.	Website	http://www.woonservicewijken.nl/vertrouwd-wonen-in-lerende-wijken
Marie-José Hijnekamp, Traject Tympaan Instituut	'Ouderenproof' and 'Burger Move' are projects where seniors themselves discuss what is needed in their neighbourhood/district to enable them to live independently in a pleasant way as long as possible. They discuss in a structured way with support - where necessary - from a professional. The course has run many times and has been named by researchers at the Erasmus Uni-	Method	http://www.tympaan.nl

	versity as a proven effective method, surprising initiatives stem from it with effects that are often permanent.		
Monique Spierenburg, Hoe ouderen zelf het zorgstelsel van onderop veranderen, Vilans, juli 2016	A group of older people in the village of Hoogeloon (Province Brabant) with approx. 2200 inhabitants established a care cooperative in 2005 to keep the village livable for older people. In ten years' time, the cooperative 'Hoogeloon' realized day care, care service at home and two mini-nursing homes, where a total of fourteen elderly with dementia are cared for.	Online Article	www.vilans.nl m.spierenburg@vilans.nl
Willeke van Staalduinen	A Dutch-language website that provides useful information and practical examples about the state of the art of the issue of 'age-friendly environments'	Website	www.age-friendlynederland.nl
Theo Royers, Nederlands Instituut voor Zorg en Welzijn/NIZW	The ' <i>panel method</i> ' is a method in which the user or consumer is the starting point for a product or service. In 1995 NIZW - in cooperation with local welfare and educational institutes - experimented with user-panels involving older people who were invited to think along about services and products. Based on these experiences and desk research a (hand)book was made with principles and methodological guide lines to put the panel method in practice.	Book	
Platform31	Platform31 is a knowledge and network organization that keeps a watchful eye on the trends within cities and regions. Platform31 offers courses, learning-circles, college-tours and workshops, for instance to develop views in preparation of the Environmental Act, to be implemented in 2019. Another example is a college-tour 'Ageing in the city' in cooperation with the four largest cities Rotterdam, Amsterdam, Utrecht and Den Haag.	Website	www.platform31.nl
Online platform "Blijf Veilig Mobiel" (Stay safe in traffic)	From 2014-2016 the Ministry of Infrastructure and Environment supported the national partnership „Blijf veilig Mobiel“. Stakeholders are (amongst others) the Cycling Union (Fietzersbond) and Elderly Associations (ANBO). Main goal is to inform and create awareness about safe mobility and to make sure that everyone in the Netherlands can move safely in traffic.	Online platform (website)	http://www.blijfveiligmobiel.nl/
Korbee, S., & Koster, L. (2014), Fit en vitaal, bewegen in de wijk doen wij toch allemaal?: onderzoek naar een beweegvriendelijke omgeving, Kenniscentrum senioren, Ede: Nederlands Instituut voor Sport en Bewegen	Report about how move-friendly environments can increase the self-confidence of older people and help them to stay active and healthy in their own neighbourhood. Older people were interviewed on several aspects of ageing and living in the neighbourhood. The authors conclude that it is necessary to increase self-confidence about your own moving skills, and create social safety. Recommendations are to offer courses and training to regain self-	Report and online toolkit	https://www.allesoversport.nl/artikel/fit-en-vitaal-bewegen-in-de-wijk-doen-wij-toch-allemaal/

	confidence (e.g. bicycle-training), to make sure that the living environment is safe. Volunteers, citizens and professionals must work together.		.
Kwaliteitsimpuls buurtsportcoaches (Quality impulse neighbourhood coaches)	On a local scale, neighbourhood sport coaches are connecting the needs and wishes to move and practice sports in the neighbourhood with the services and spaces that are offered. They also translate the local needs to the authority responsible for it. In this way, coproduction processes are possible.	Factsheets Newsletter brochures	http://www.sportindebuurt.nl/kwaliteitsimpuls-buurtsportcoaches/wat-is-de-kwaliteitsimpuls/
CROW	CROW is an institute for traffic and transport in the Netherlands. In the report „senior proof road design they state that the way authorities and designers think about the infrastructure and put this into practice, doesn't take the possibilities and limitations of older people into account. As a result, CROW published suggestions for road design for seniors as pedestrians, cyclists and car driver.	Report	https://www.crow.nl/publicaties/seniorenproof-wegontwerp?Zoekterm=seniorenproof&page=1&searchsort=score&pagesize=10
ERASMUS MC, SCHOP-ETMAN, A., Built Environment, Physical Activity, and Frailty Among Older Persons, Erasmus University Rotterdam (22 February 2017) TNO (The Netherlands Organisation for Applied Scientific Research) funded by ZonMw (The Netherlands Organisation for Health Research and Development) as part of the National Care for the Elderly Program (NPO).	<p>Study on built environment, physical activity and frailty among older persons Exercise-friendly neighbourhood contributes to healthy aging. Older people who live in a green and maintained neighbourhood with facilities round the corner, exercise more than those who do not live in such a neighbourhood. More than half of the frail elderly in the Netherlands barely participate in any physical activity. The study used data from the Survey on Health Ageing and Retirement in Europe (SHARE) and the data of 430 over 65s from Spijkenisse living at home who participated in the Elderly and their Neighbourhood (ELANE) study from 2011 to 2013. The results are based on questionnaires and neighbourhood observations varying from 400 to 1600 meters in the nearby living environment of these elderly.</p> <p>Schop-Etman: <i>“Older people who live in these exercise-friendly neighbourhoods exercise almost 15 minutes more than the elderly who live in a less green and exercise-friendly environment. This is a significant difference considering that more than half of the frail elderly in the Netherlands participate in low-intensity physical activity, for example walking or gardening, less than</i></p>	Internet, PDF	https://www.erasmusmc.nl/perskamer/archief/2017/6098788/?lang=en Retrieved from http://hdl.handle.net/1765/95505

	<i>three times per month. The Dutch Healthy Exercise Norm (NNGB) recommends at least half an hour of moderately intensive exercise five times a week for over 55s."</i>		
ELANE (Elderly and their Neighbourhood), Frank Pierik, Department of Urban Environment and Safety, TNO Frank van Lenthe, Department of Public Health, Rotterdam Erasmus University MC	ELANE is a neighbourhood scan that was developed by researchers from TNO (Utrecht, The Netherlands) and the Erasmus Medical Center (Rotterdam, The Netherlands) in order to link area characteristics with health outcomes among older adults participating in the ELANE study.	Tool: street-audit instrument	www.beteroud.nl
SHARE - Survey of Health, Ageing and Retirement in Europe	The Survey of Health, Ageing and Retirement in Europe (SHARE) is a multidisciplinary and cross-national panel database of micro data on health, socioeconomic status and social and family networks of approximately 123,000 individuals aged 50 or older (more than 293,000 interviews). The SHARE survey covers 27 countries and Israël.	Website	
Nederland wordt Anders (the Netherlands is going to change)	Platform for spatial development	Platform- Website	http://www.nederlandwordtanders.nl/
The Netherlands Organisation for Health Research and Development (ZonMW)	Organisation that funds research and projects that focuses on prevention and take care of better health for everyone. For the elderly who are in need of care there is the National care for the Elderly Programme (NPO) and a platform "Beter oud". One of the themes in this programme is 'self regie' for older people and the theme cooperation on local scale.	National websites (also available in english)	http://www.beteroud.nl http://www.zonmw.nl
Fonds Nuts Ohra, Programme 'Meer Veerkracht, Langer Thuis' (With more resilience, longer at home)	This Fund provides funds for projects that help older people living at home longer and in better health. This programme is called "with more resilience, stay home longer". The programme has set a panel of older people who bring their knowledge and experience, and work together to ensure that older people are longer and longer happy to live at home!	Website with information	http://www.fnozorgvoorkansen.nl/meer-veerkracht-langer-thuis/ouderenpanel/

Innovative projects concerning community issues and age-friendly environments in the Netherlands		
Publication issued by	Project description	Source

Name of author and organisation		Media	URL etc.
Kennisprogramma Cliëntenparticipatie (Knowledge Programme Client Participation)	In 2016 Knowledge Center Client participation supervised developments of nine 'example-municipalities'. Success- and failure factors of innovative client participation are identified. Experiences will be shared in 'kennisdossiers' on the website. In cooperation with the Koepel of Wmo-raden (Platform of Wmo-councils) and Aandacht voor Iedereen (Attention to everybody) short, content-directed factsheets will be developed. Some Wmo councils work with innovative co-creative approaches.	Website Publications Factsheets	www.movisie.nl/kennisdossier/cliëntenparticipatie www.movisie.nl/thema/kaartenwморaden
Nationaal Programma Ouderenzorg - The National Care for the Elderly Programme (NPO) – 8 regionale zorg- en welzijnsnetwerken (regional care- and welfare networks)	The National Care for the Elderly Programme is designed to improve care for older people with complex care needs. Many organizations have joined forces both regionally and nationally to ensure this program's success. The involvement of older people is crucial for the success of the program, their problems and wishes are key. Older people are both regionally and nationally involved in the discussions about new subjects and projects.	Website, newsletter Factsheets	www.nationaalprogrammaouderenzorg.nl en www.ouderenorganisaties.nl/kcp www.beteroud.nl
Professor Carolien H.M. Smits, Professor Innovation in Geriatric Care Windesheim University of Applied Sciences (Zwolle): Research Program Innovating with Older Adults.	<i>Research Programme Innovating with older adults (co-research)</i> Research is commissioned by and in collaboration with professional and higher education practice and older adults themselves. The research group aims to improve the lives of both healthy and vulnerable older adults by developing, sharing and implementing knowledge. This improvement applies to the quality and the control of one's own life. The research group has two research programs: Shared Decision Making in Complex Situations and Innovative Participation. <i>Co-research project: Living Labs</i> Researchers conduct studies in close collaboration with older adults, professionals, students and lecturers. Educational innovation practices are being developed in the community, but also in care settings. Examples are the Community Lab Meppel (Zorgcampus Noorderboog), LivingLab (in Assendorp, Zwolle) and the Care Training Centres (Zwolle).	Website	https://www.windesheiminternational.nl/research/health-and-social-work/innovation-in-geriatric-care/
Denktank60+ Noord (Think tank 60+ North) in cooperation with Prof. Dr. Sabine Otten (University Groningen)	<i>Co-research on older people and ageing in the Netherlands: 65+ and then what (65+ en dan)?</i> Denktank 60+ Noord and University of Groningen set up and conducted an online-survey among people aged 60+ (2014). The aim of this project was to explore images of ageing of older people themselves, the relationship with	Website	www.denktank60plusnoord.nl

<p>Denktank60+ Noord (Overijssel/Zwolle) in cooperation with University of Applied Sciences Windesheim, Department O&O (Education and Older Adults)</p> <p>Denktank60+Noord and a municipality</p>	<p>their peers, their wellbeing and possible relationship between these psychological variables.</p> <p><i>Co-research: Ageing as foreign elements (Oud worden als import)</i> Older people in the province of Overijssel, from the region of the city of Zwolle, recently initiated co- research in cooperation with University of Applied Sciences Windesheim on the issue of ‘Ageing as foreign elements: how do you do it?’ What does it mean to grow old in a place that you moved to 20-30 years ago, but did not grow up in?</p> <p><i>Policy Advice senior-friendly environment</i> A municipality in the province of Drenthe requested ‘think tank’ Denktank 60+ Noord to provide ideas and answers about the problem: “what is an age-friendly municipality?”. Denktank 60+ put together their views and ideas resulting from a dialogue within the network Drenthe of Denktank 60+ Noord</p>		
<p>Netwerk 100</p>	<p>100 is a network for caretakers and welfare and it’s an innovative and explorative network (scouts!) organisations in care and welfare work together with older people in a unique way. Aim is to realise services and products that were cocreated with older people and therefore services and demands match. The network started 15 years ago and is very valuable for all involved parties. Netwerk 100 (Network 100) has a sounding board, testgroups and a target-groeppanel (doelgroeppanel, DGP). The DGP represent welfare organisations, senior organisations or representers are individuals. Every intervention, idea or project is discussed by either one of these groups of older people, before it’s carried out. They are also involved in the process of evaluation and monitoring</p>	<p>Website</p>	<p>www.netwerk100.nl www.netwerk100.nl/doelgroeppanel</p>
<p>StadsdorpZuid Amsterdam</p>	<p><i>StadsdorpZuid (Amsterdam): by and for older inhabitants</i> A <i>Stadsdorp</i> (townvillage) is an initiative of and for inhabitants of a neighbourhood aiming to bring about modern neighbourliness (<i>nabuuerschap</i>).</p>	<p>Website</p>	<p>www.stadsdorpenamsterdam.nl</p>
<p>Activeage: project Vitale Woongemeenschappen</p>	<p><i>Revival of community by older inhabitants and staff of housing corporations</i> Vital Communities is an experiment that aims to revive community-dwellings of older people by stimulating mutual contact and joint activities. Inhabitants-committees consisting of inhabitants and staff of housing corporations were</p>	<p>Website</p>	<p>www.activeage.nl</p>

<p>Kees Penninx/ActiveAge, Loes Hulsebosch Advies: Active80+ project – community building approach and methodology 'Samenkracht80+'(JointStrength80+) implemented in ten locations</p>	<p>trained in the method 'Studio Bruis' (Studio Bubble), a community-building method.</p> <p><i>Community building approach: Activating dialogue Samenkracht80+ (Joint Strength80+)</i> Activating dialogue <i>Samenkracht80+</i> is an example of care and welfare organizations, municipalities and older people working together. Ten local projects, involving people 80+ are being implemented by means of training and coaching of local initiative groups. A <i>Samenkracht80+</i> initiative group consists of a mix of older people, volunteers and professionals. This mix is essential for the project: everyone can contribute and learn from each other.</p>		<p>www.samenkracht.nu</p>
<p>Prof. dr. Tineke Abma, Herinneringen en dromen van zeggenschap, Den Haag, Boom/Lemma, 2010</p>	<p><i>Smaakmakers (Flavour makers)</i> A small group of elderly ladies in a residential home was very unsatisfied with the food they were being served each day by the central kitchen based outside the location. The ladies organized themselves, called themselves 'Smaakmakers' and came into action.</p>	<p>Book, p. 79-89</p>	
<p>Hermien Sannen, Liesbeth de Ree, Theo Royers, KBO-Brabant, Netherlands Institute for Care and Welfare (NIZW), 2002 Theo Royers, NIZW, 2007</p>	<p><i>Visuele prikkelmethode (Visual incentive method) - A method to bring the client perspective into vision</i> Older people set off with a camera to take photos of their environment, the livability and accessibility of services. The results are being discussed individually and/or in a group at the community house or town hall.</p>	<p>Report Article</p>	<p>http://www.tijdschriftdevi-ant.nl/teksten/deviant55/02.pdf</p>
<p>Utrechtse ruimtemakers (Utrecht space-makers)</p>	<p><i>Space makers</i> 'Making City' is what this group of citizens do. They search for local initiatives and find out what is necessary to realise this. At this point, 4 projects have been realized, in cooperation with local authorities, architects, social entrepreneurs, and citizens.</p>	<p>Internet, report</p>	<p>http://utrechtseruimte-makers.nl/public/media/upload/Publicatie%20Stadsinitiatief%2027-1-2017.pdf</p>
<p>City of Rotterdam, Happy Streets</p>	<p><i>Happy Streets</i> is a movement in the city of Rotterdam. Citizens of Rotterdam are putting effort into an inclusive, happy public space and sustainable mobility.</p>	<p>Calendar with activities and website</p>	<p>http://happystreets.nl/</p>
<p>NISB, Kenniscentrum Sport (Knowledge Centre for Sport Netherlands), Buurtscan</p>	<p><i>Neighbourhood-scan</i> is an instrument that makes it possible to value different aspects of the neighbourhood. It is used in areas where there are complaints</p>	<p>Website,</p>	<p>http://buurtscan.kenniscentrum.nl/</p>

<p>– BeLeef je Wijk! (Neighbourhood scan – NISB, Fitplaatsen, beweegtuinen (fit-sites, move-gardens) experience your district!</p>	<p>about safety, lack of services or the design. This instrument can be used to start the conversation between local authorities, citizens and other stakeholders and be involved in the coproduction process.</p> <p>Well trained and non-trained people of all ages can use the fit- or move-sites. Initiated by a housing corporation and the local authority, these fit-sites are an excellent opportunity to meet each other and stay healthy in your own neighbourhood. Support is available through sport coaches and via an online app.</p>	<p>Website project description</p>	<p>trumsport.nl/index.php?p=976481&instrument=1006792</p> <p>In Den Haag, programme run by NISB http://kenniscentrumsp.ort.nl</p>
<p>Cycling Union, Fietsen alle jaren (Cycle all years)</p>	<p>Project of the cycling union. Young and older people meet each other and learn about each other and their wishes for the city/neighbourhood while travelling through the neighbourhoods in a Rickshaw This project is very successful in the Netherlands, in different cities; different target groups can join the project.</p>	<p>Project description</p>	<p>http://www.fondsnutsohra.nl/nieuws/project-fietsen-jaren-officieel-gelanceerd/</p>

b) Template for input of data on interview results

Working area and function of expert

Working areas:

- E1 Active Ageing/ Community building*
- E2 Social Gerontology, Civil Society*
- E3 Age-friendly Environments*
- E4 Communication & Cooperation*
- E5 Research on Social & Geriatric Care*
- E6 Architecture, Design & Education*
- E7 Social Care/Social Gerontology*
- E8 Public Transport, housing*
- E9 Mobility*
- E10 Mobility, Traffic and road design*
- E11 Active Ageing, Social Care*
- E12*

Functions:

- E1 Researcher & Advisor/consultant*
- E2 Pensioners (2 persons interviewed in group – a former policy advisor and a teacher)*
- E3 Promotor EU network*
- E4 Advisor/Therapist*
- E5 University professor (Applied Sciences)*
- E6 Architect/Researcher*
- E7 University Applied Sciences Teacher & Project manager*
- E8 Board Member/Advisor/Trainer*
- E9 Project manager*
- E10 Project manager*
- E11 Coordinator/Consultant*
- E12 Klicken Sie hier, um Text einzugeben.*

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

E1: (E1) Physical and social factors are important. Physical factors are the design of a neighbourhood, accessibility of houses for disabled people, sufficient places e.g. benches where people can rest on their way home from the shop, not just in the city, but also in the countryside. Traffic lights that are not adjusted to people with mobility problems. Social factors are a good social network, the quality of meeting places and opportunities. We should really think about this, for instance: could people meet one another in 'informal places' like the coffee-corner in the supermarket?

E2: Accessibility and safety are important. Traffic, for instance big trucks driving hard on the (small) dikes are obstacles for participation. To enable participation supply of activities should be during the day, invitations should come from close by, attention should be paid to turning points, e.g. not wishing to go out in the evening, need to rest, immobility.

E3: Accessibility of services, public transport, reasonably financial contribution to taxi prices. Social aspects: does one have a wish to participate? Can someone be accompanied. Are there toilet-facilities for people with mobility problems?

E4: Acknowledge that people can really affect the situation. One should step up to people. Make use of unorthodox methods. Approach people, give them your arm to lean on. Use the 'garden chair method': put some garden chairs at the supermarket and invite people to sit. You can invite people to participate, but at least some perspective on change is needed; the government should also listen to people.

E5: People want to feel they are taken seriously. This is something that many people feel very strong about. To enable people to participate means one needs to organize it, even if this is somewhat patronizing. To facilitate may be a better term, less patronizing. In Living Labs students work with older people. This is empowering, e.g. it gives older people a chance to coach students.

E6: In a study of housing-wishes of older people that we conducted in different locations in the Netherlands (with research bureau Ipso Facto), we asked what services nearby the living environment were considered most important. The results were:

1. Proximity and accessibility of public spaces to relax (sit or walk)
2. Proximity and accessibility of shops and services (care/hairdresser/technical service)
3. Proximity and accessibility of places to meet each other, to have a meal together, to have a drink (library/reading table/restaurant/coffee house).
4. Proximity and accessibility of places where one could start activities together (swimming/indoor sport facilities/places to make music/places for activities).
5. Accessibility of activities like theatre-, concert- and museum visit.

E7: "Trust is essential. Trust that people in your living environment mean well. Confidence to do something together. Often there is a lack of trust – distrust is an obstacle for participation. This feeling of distrust is widely expressed in the media. If you already feel vulnerable, in addition to physical aspects these feelings of distrust create distance between people".

E8: The environment should offer the possibility for seniors to direct or control their own lives. That means that accessibility and nearness of services is necessary and that seniors can be supported when needed or asked for.

E9: Safety, adjustments or devices for travelling/mobility (like adjusted bikes or cars, and also adjustments in public transport), accessibility of services (stores), social network (neighbours, family and relatives nearby).

E10: It's an absolute necessity to prevent older people becoming isolated from everyday life. Therefore, it is important that they can go outside, travel in a manner that suits their condition and have a

social network. Communication, accessibility and affordable public transport.

E11: When talking about resolving loneliness-issues and further a meaningful life, it is necessary that interventions are repeated. "One-time-interventions" are just time-wasting. It must be in the minds of professionals and public authorities that older people should be involved in co-creation-processes. I see now that the paradigm shifts. For example, in training and education of professionals skills that are needed for dialogue or 'motiverende gespreksvoering' (motivational conversations) are included. Also, people should be aware of the fact that in the life of older people things don't go so fast. Adjust to the pace of seniors.

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: (E1) More attention should be paid to design for all. Architects, urban planners should really involve older people instead of just real estate.

E2: (E2) Pavement, public transport, nearby shops (so people can do the shopping themselves).

E3: Pay attention to inclusive building, not just to parking. Is it possible to walk on the pavement, are there any orientation spots, so people know where they are; human size: pay attention to health issues, ability to be independent, a mix of shops/ houses, a 'bubbling' environment.

E4: Ask people what they think, how they perceive their environment, public spaces. The panel method could be used, although this method is based on language. Ask people to make notes, keep a diary or even better try to get further than just words. Experiment with photos. This is much more 'open'. Ask people what they think important, ask them to take photos of a spot they hate and a spot they really like.

E5: "Be practical and expose the roots: the way we have designed our society, including life processes is like banging our heads against a brick wall. Accessibility, enabling people to meet in a natural way, these are matters that need to be compelled by putting different priorities". Privacy and safety issues have prevented us to come into action. We need to 're-event' things. Mobility is very important to enable people to participate.

E6: "Be practical and expose the roots: the way we have designed our society, including life processes is like banging our heads against a brick wall. Accessibility, enabling people to meet in a natural way, these are matters that need to be compelled by putting different priorities". Privacy and safety issues have prevented us to come into action. We need to 're-event' things. Mobility is very important to enable people to participate.

(E6) To make public spaces and services more accessible and age-friendly one could look at the 'Healthy Urban Development Checklist' of the NSW Department of Health (Australia). This extensive checklist contains a large number of topics (from physical activity to public open space) one could use to check whether an area (as it is now) or a plan (vision for the future) fits into certain parameters for healthy urban environment.

For example: Regarding the topic 'physical activity': Do pathways consider topography, minimizing steep slopes and providing alternatives to steps? The topic 'public open space': Can people using wheelchairs and prams/strollers get to, and move freely about, the space?

Such a checklist could be inspirational or a reference for the third step of the Mobility Scouts project: publications/handbook.

E7: My home town Den Haag claims to be age-friendly and a lot of activities got labelled as being age-friendly. The question remains: how are we going to involve older citizens of Den Haag? The

Stedelijke Ouderencommissie (Municipal Elderly Committee) could play a role in this. Every month a meeting about age-friendly environments is organized in one of the city-parts. One of the age-friendly environments is given a chance, for instance about information/communication and next time about housing. Aim is to gather information and bring it further. However ordinary citizens are not involved.

E8: Seniors must be taken seriously. Dignity and pride are very important and we should talk with seniors and ask them what they are capable of and do not make decisions without hearing them. Participation and reciprocity (wederkerigheid) are keywords.

E9: Awareness about how exercise and going outside contribute a long and healthy life and what is needed to reach that. Older people who are aware of this fact, start questioning: what is necessary in my case and start taking responsibility for their own health. As Cycling Union we provide information about different types of bicycles, we provide services (safe lanes, courses and training) and work together with local bike stores and volunteers to create a friendly environment where riding a bike is safe and fun.

E10: it's important to work on the mindset of policy makers. They should always consider the user when making plans about accessibility and friendliness of the environment. In the city of Vught, they trained their workers in thinking this way. Then, they set up a team of users, policy makers, stakeholders who work together in realizing the plans. The result is an age-friendly city (when it comes to mobility)

E11: Older people are often seen as objects, but they are subjects. It absolutely matters what they experience, what they want to contribute, what they wish for. Ask them!

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

3. Are there any possibilities in this city for older people to file complaints about hard-to-access services, public spaces, buildings or businesses or forward ideas for improvements?

E1: (E1) Yes, there are possibilities to file complaints, but that doesn't amount to anything much. Most local authorities have a website where you can file a complaint, e.g. a desk living environment, followed by a district manager who will contact you. Sometimes there is a digital city-panel: this is an instrument to check inhabitants about safety/green spaces/care issues. I have been informed about it in the place where I live. Filing complaints is well arranged in my home town. Housing corporations have their own complaints desks. Their aims are to stimulate the involvement of inhabitants. The same goes for districts. There is money available for basic-structures. Some districts have their own district-budget. "At local level there is a trend that (senior) advisory bodies become part of a broad city council. There is a shift from 'participation-democracy to a do-democracy. A citizen who takes the initiative, may get a stage. We are looking for new approaches, there is a tendency to more involvement of citizens".

E2: One can file complaints in the 'Deelraad Noord' (District North - Amsterdam) about traffic, road management. You can also do it at yourself by: e.g. a poster on your window about speed driving on the dike, complain about the big amount of road signs. Personal networks are becoming more important: people pass on news to each other resulting in a civil servant getting more and more complaints about incidents. The relationship between events is often complex. Even when local authorities think about accessibility or safety in our city center and decide to remove (ill) trees, the inhabitants may protest because they are attached to these trees. If a citizen has a complaint it may take a very long time before action is taken, if any. The capability to file complaints is also decreasing. You need to find your way: who do I report to, where, how. This is not just a technology problem.

One should also be capable to hire expertise if needed. *"If platforms disappear a citizen is on his*

own. While a renovation took place in the city part I live I have seen three aldermen come and leave again, so there is no knowledge, whereas civil servants often stay much longer in place; there is also a tendency to hire freelance project civil servants. This means citizens need to think of new strategies and think of solutions/take action themselves”

E3: Complaints can be filed in all communities/cities in the Netherlands, but accessibility is increasingly becoming a political issue. Older people’s organization UnieKBO is developing an age-friendly earmark for hospitals.

E4: One can complain, but solutions and ideas to solve problems are lacking. Some groups like homeless people need an intermediate. The same goes for young people. We need to involve young people and say: “let’s do it together”. In the care sector filing complaints is arranged quite well. There is a quality system. The same goes for the public sector there is the ‘WOB’ (Act Public Control), an act that says any citizen is allowed access to official documents.

E5: There are participation platforms. In a small village professionals became spearhead and drew attention to accessibility problems. Accessibility is certainly an issue in the country side. Bus routes are suddenly withdrawn, shops disappear etc. The National Disability Council is very active in this field and has a lot of expertise older people can profit from.

E6: I do not know if there are possibilities to file complaints.

E7: Complaints can be filed in all communities/cities in the Netherlands, but accessibility is increasingly becoming a political issue. Older people’s organization UnieKBO is developing an age-friendly earmark for hospitals.

E8: Several groups of users of public transport are represented by ROCOV. The PROO is the council for users in the province of Overijssel (participationcouncil seniors, Participatieraad Ouderen). 2 seniors are deputies in meetings and they discuss complaints or ideas about public transport like the availability of the regiotaxi and the expenses of public transport and the accessibility of railway stations or bus stops.

E9: The Cyclists Union has an own platform where people can file complaints. Also, the local departments are reachable by email and telephone. In small cities or villages, the volunteers are very well known and easy to approach about mobility-issues.

E10: I really don’t know about that, I’m curious myself!

E11: When it comes to complaints about healthcare or welfare, network 100 is well organized that the issues that older people are dealing with, are immediately heard.

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

4. Which initiatives, projects or institutions in this city involve older people as experts of their living environment?

E1: No, I do not know any in my home town. But I can see some developments, e.g. the social quality of the neighbourhood where I live is improving. I do know about other cities. In the 1990s/early 2000 there was large welfare organization in the province Brabant that developed a senior-proof label to check if policy and services were senior-friendly. This was a predecessor of the age-friendly environments movement and checklist we see now. Governance criteria were developed, working groups of older people got trained, developed themes and had a watchdog function. Older people organization ANBO was also very active in the field of housing. An inventory of needs was made, a senior-label was developed for so called life course houses.

E2: I do not know. In my neighbourhood we have found our own solutions, e.g. an App regarding safety of the dike. There is no Stadsdorp here. There is a possibility to participate in meetings where citizens can have a say about issues in the district. This is useful, but the quality of the follow up is

often bad. A recent initiative of the District Council is a once a year participation meeting, where the alderman, civil servants and the district police officer are present. Citizens can put their wishes and complaints on large plates, which are really taken seriously and followed by actions. It is important that participation is structural.

E3: There are not many examples of co-production like in the UK/Manchester. This needs to grow. Our national politics, e.g. the older people's party does not really help. Issues like loneliness and problems in the care sector have become favorite issues for politicians in the debate in which older people are often victimized.

E4: Initiatives of and by older people establishing living communities of older people. (Woongroepen ouderen).

E5: In our Living Labs project there are older people involved in research and pilots. Some, mostly high educated men take initiatives, take the lead. They are pioneers who are much needed in the beginning to get things going. Often other people are the ones who carry out activities.

E6: Project 'Ouderen in Beweging' (Older people on the move) is a success! Following the very first location in the borough Feijenoord there are now many places in the Netherlands where senior people make use of a beweegtuin (move-garden). Until now trainings are still being offered in the first move-garden in Rotterdam.

<http://www.yalp.nl/branches/openbare-ruimte/refrentie-deelgemeente-feijenoord-rotterdam>

E7: 1. 'Laakse lente' is a citizen's initiative of two inhabitants who opened their house/living room to other inhabitants. The Municipality, alderman and civil servants accepted this initiative with open arms. This shows one is really looking for ways to involve older people. Community-building is now being picked up everywhere.

2. Another way of working is: someone brings in a 'theme', other people pick it up and start to organize something, there is a snowball effect and after some time another theme pops up. A casual relationship, no strings attached.

3. Challenges: "I will see to it that" Anyone with an idea picks up this challenge. The way of working is not very clear.

4. Florence Brass band: young old people (the 'new' old) pick up their old hobby and form a rock or brass band or play classical music. Their self-esteem has grown, they feel they are taken seriously.

E8: The project BASE-living asks residents to think about what their living environment should look like. It's important that they embrace their own wishes and take on the possibility to create this environment themselves, while supported by local organizations (like a church, supermarket, a co-operation). Small communities are built this way.

E9: Local departments of the Cyclists Union reach, inform and involve residents of the neighbourhood when there are issues about the infrastructure, plans are being made or complaints are being filed.

E10: It's not common in my organization to involve citizens or residents when we are making plans about the living environment. A report like Senior Proof Wegontwerp (2015) is realized by using teams who operate in the neighbourhood. These teams exist of advisors and policy makers who check out neighbourhoods and they themselves experience obstacles that lead to solutions. No older people were involved in creating this report.

E11: Our (test)panels and target group panel are fine examples of how to involve seniors in decision making processes. Most participants have taken the initiative themselves, and were very enthusiastic which made other seniors want to participate too! We take the advice from our panels very seriously and we make sure that we communicate what their ideas, advice or comment has established.

E12: Klicken Sie hier, um Text einzugeben.

5. How do you consider a project for older people, in particular assessing and planning the age-friendliness of public spaces, services and information in this city?

E1: a) On the one hand Mobility Scouts fits very well into the Active80+/ Samenkracht80+ (Joint Strength80+) project, i.e. older people designing together with professionals. It is not just the citizen nor the professional who is responsible. There is a joint responsibility. I firmly believe in co-creation. b) However, Mobility Scouts should make a choice: what will be the focus of the project. Perhaps this could be 'mobility', e.g. moving/ being mobile outside the house. From the perspective of marketing this could be a niche and a corporate responsibility of companies. Examples are courses/education in E-bike cycling. Another concrete and urgent problem that Mobility Scouts could tackle could be the bad acoustic in most meeting places, even at older people's organizations (hearing problems increase exponentially for people 55+, accessibility and being able to move in public places is also a big problem.

E2: The Mobility Scouts seems meaningful, but aims and objectives are not clear. Why is Mobility Scouts needed, what is the problem? Should the project improve participation? Find another way of working? If so, this would mean a lot of formal changes. "What do you want from older people?" What is the relationship between the interviews and the desk research? The questions refer to policy/ doing things, not so much about vision. Some remarks:

When official consultation bodies disappear one tends to make use of personal contacts. This is quicksand! Structure is also needed here. Consider: initiating a project is much easier than to continue one.

E3: Excellent!

E4: Many methods, tools have been developed in the last decades. In the late 1990s the panel method was developed. This was about giving older people a voice, based on demand. About ten years ago we developed the visual incentive method, which was about involving older people, based on wishes and personal perspective. Co-creation is about social entrepreneurship, based on thinking and doing. Mobility Scouts fits into these methods and tools.

E5: Mobility Scouts fits into the concept of age-friendly environment and 'Healthy city'. It's about youth but also about older people. It is meant to be bottom-up, but it could even be more bottom-up, like for instance the visual incentive methodology (VIP), developed by Theo Royers. This is called 'cultural probes'. It does not just invite to discussing things. Art can play a role and technology can be of help (ten years ago there were just cameras, nowadays everybody uses a smart phone.

E6: The Mobility Scouts project seems interesting and necessary to me. It is important that older people take the initiative and express what they think important for the design of their living environment. Yet I do think older people must not be looked at as different group. On the contrary, they are an integral part of society. Aim should be to make a living environment that functions for everybody and thus for older people as well. An intelligent mix of young and old should result in solid neighbourhoods where generations support and profit from each other.

E7: Mobility Scouts is very important from the perspective of the neighbourhood, at street level.

What makes a city, a neighbourhood, your street, age-friendly?

Mobility Scouts can help to challenge people to participate, to feel responsible themselves. There is a change from active ageing/activating older people to participate towards: "what are you doing yourself?" For example: older residents, who get involved, feel they are an inhabitant of their neighbourhood, not just a (passive) consumer of services. What is needed are 'small hubs'. Mobility Scouts can function as 'small hubs' and facilitate older inhabitants to become engaged.

E8: I think this is a good initiative. However, some seniors don't see themselves as old, senior, frail or part of this group that Mobility Scouts is for. Mobility Scouts could work on how to address different groups of older people (different generations, different locations, different problems).

E9: Excellent initiative! But consider: what is in it for the Mobility Scouts? The experience with volunteers is that they want to be heard and are very willing to contribute and invest in a project or

initiative but their efforts must be compensated.

E10: Very positive because it's a possibility to bring the interests of people or organizations on different levels together. Authorities should consider the wishes and experiences from the users and it's still not common in this sector (traffic and transport)

E11: In my opinion, there shouldn't be projects or initiatives about the wellbeing of seniors, without involving these seniors in the process anymore. Therefore I think Mobility Scouts is a fine idea. But I'm worried that it is just another project while there's already so much going on. Try to work on that level where professionals and seniors meet and work on the dialogue and mindset that we should always ask older people what they want and wish for, before considering or take any action!

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

6. Which skills and competences should these "Mobility Scouts" bring along?

E1: Mob. Scouts should be communicative, be able to work with groups and older people, have a feeling for older people, knowledge, understanding of the issue at stake: beyond knowledge about participation, meaningful activities

E2: In addition to the ability to initiate a process of co-creation, co-production, Mobility Scouts must be able to ,build' and continue (initiating is easier than pursuing), social entrepreneurship.

E3: Patience and perseverance, be able to communicate (dialogue), be able to put issues on the agenda, digital capabilities, be able to make use of social media (make use of vlogs, twitter), ability to reach out to people, ability to read urban, environment planning/ floor plan and/or ability to find people who can, ability to cooperate, be flexible.

E4: Organizational skills, ability to network (locally), ability to listen and select what is essential from a lot of information, ability to make a report, ability to control finances. These skills need not be present in one person, but should be available in the Mobility Scouts team.

E5: Good communication skills, ability to connect, ability to listen, ability to involve other people, ability to get into the 'capillary network' of a neighbourhood. Connect to what's available: in districtplatforms (wijkplatform) there are a lot of professional people to cooperate with.

E6: Curiosity and flexibility (no thinking in fixed patterns); Openness and talent for cooperation (the 'co' of co-producer); Diplomacy and specific (professional) knowledge, skills and experiences.

E7: An open eye for diversity of the ageing process, readiness to listen, not do the talking yourself, skill to make others enthusiastic,

E8: Empathy, helicopter view, communicate on different levels, easily connect with different kinds of (groups of) people.

E9: The skills to build a network, reflect on own skills and behaviour, able to enthuse others, convince others, aware of the environment and surroundings, lobby. They should also be assertive (or a bit cheeky) and be willing to preserve and continue what they have built. It's important that Mobility Scouts take initiative and the ability of entrepreneurship.

E10: networking, be able to communicate on different levels

E11: Communicate, enthusiasm, tact, bold (lef, durf). They should be 'flag carriers', dare to stand out and reach out. They represent a group so it is necessary that they know the people the support.

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

7. Which kind of projects should be initiated by the "Mobility Scouts"?

E1: Cooperate with existing projects, e.g. Samenkracht (JointStrength); projects should be offered locally, so Mobility Scouts can find partners themselves, Mobility Scouts could connect with working groups, e.g. learn how to do a neighbourhood survey, or neighbourhood Safari with young people

taking pictures together. In the training examples need to be presented. Mobility Scout Partners/ Scouts should decide whether they want to work with institutions, politics or just focus on inhabitants (choose between influence-democracy or do-democracy); there is a new generation of older people, e.g. 'stadsdorpen'(townvillages), who take the initiative.

E2: Mobility Scouts could focus on older people living in the inner city of a metropolis'; Big cities become less and less suitable for older people, so they move away. Small scale project on street level (example in my own street, where I invited all neighbours on my own account with a self-made personal card for a ,who-is-who meeting to get to know each other, including pets (cats, dogs).

E3: Cooperate, e.g. Rotterdam wants to become age-friendly.

E4: Projects like the Visual Incentive Method (older people take pictures in their living environment; followed by individual and group discussion in the town hall) Make use of what has already been developed: handbooks, methods, e.g. the panel method, senior proof label for communities, houses.

E5: Intergenerational projects like we do at University (Windesheim); Who will be these Mobility Scouts? More men? – the usual high educated men? The so called 'council-tigers'? In the nursing home world women, professionals, volunteers, inhabitants are by far the majority.

E6: I would be interested to develop a tool that maps out at what places co-production is most urgent. A bit like a neighbourhood survey (wijkscouw) like in Amsterdam. This would give an idea of the district/neighbourhood from the perspective of older people themselves, e.g. with the Visual Incentive Method (VPM). The basic idea of Mob. Scouts is that the input should come from older people, who are the experts of their own lives and environment. I would be interested to contribute with my agency and network (research/ architecture/design). Regarding the Mobility Scout training it would be important to pay attention to the steps that need to be taken to translate idea's into (practical) development and realization. I could contribute here too with my agency and network (advice and education bureau).

E7: Ockenburg is a country estate in Den Haag which is now owned by involved older inhabitants (like Mobility Scouts), who developed a plan to establish a 'third age academy' on the estate. The CityCouncil of Older People Den Haag and the Age-friendly city Den Haag working group will be involved. The Mobility Scouts could become a partner too.

E8: BASE-living could be a result of the efforts of Mobility Scouts. This project should take place on a local scale and needs a local community to succeed. Mobility Scouts could consider living in a BASE-environment or find other seniors who could be interested. Through ROCOV older people-ambassadors provide information in the region. The same way older people could investigate and find out what users of public transport's needs are. Ambassadors should work on a local level or at the most on a regional level. People recognize themselves in their advocate.

E9: Cycling without ages (2 people who don't know each other spend time in a Riksja discussing issues about the neighbourhood or mobility in general) is an existing project that could be embraced by seniors themselves and implemented in other cities or villages. But also in promoting a healthy lifestyle and get rid of obstacles that stand in the way of being able to participate in traffic could be goals of these Mobility Scouts.

E10: The first thing that has to be achieved is that older people are considered as a partner in design and decision making processes. On the level of streets or neighbourhoods, there's already a lot going on (like the initiatives supported bij www.mensenstraat.nl) which can be inspiring.

E11: I choose not to name or suggest projects. Mobility Scouts should not work this way. They have to engage others, stimulate participation and built communities that can come up with ideas. Not the other way around.

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: Not as a Mobility Scout, but I would like to contribute my expertise (community building) and be a co-developer of the project.

E2: Not a Scout but we could be a sounding board for the Mobility Scouts project (a think tank)

E3: No.

E4: No, but I could contribute my expertise and be involved as a trainer

E5: Our students are buddies' of older people in a project (Living Labs); we could make a connection between Mobility Scouts and our University projects/ Living labs and co-develop e.g. a project about: what do you need to grow old in a pleasant way?"

E6: See answer at Q7

E7: No

E8: No, I'm not a Scout myself but I could train them.

E9: No, not at the moment. As a cycling teacher I would have to think about that and I'm curious about what it will do for me? You should think about the benefits for the Mobility Scouts themselves before you ask them to join the project.

E10: No

E11: No

E12: Klicken Sie hier, um Text einzugeben.

9. How should "Mobility Scouts" be organised, e.g. working in teams, sharing experiences, being coordinated or provided with information?

E1: It should be part of a local level structure, but it should be disseminated on a national level, a national expertise network and a website. Mobility Scouts could function as a resource of involved senior citizens, a mobile 'brigade', who could be called upon whenever platforms need them.

E2: Exchange of knowledge and experiences

E3: Make use of good practices, intervision, exchange of knowledge, coaching

E4: Training, workshops, sharing of methods, good practices

E5: This could be a topic for our students, they could research how Mobility Scouts should be organised

E6: Older people organizations, like ANBO and Seniorweb may have the possibility to disseminate developments regarding Mobility Scouts to a broad (and older) public. Support from municipalities seems essential.

E7: A Lectorate on Ageing will be established (March 2017). We could exchange information and knowledge.

E8: Training (attitude) and e.g. helpdesk – office hours

E9: Municipality, department welfare (health).

E10: Local authorities have to do something with participation of citizens because of the environment act.

E11: GGD (their task description is to prevent physical and social health problems. They work on the conditions to make that happen: working is demand oriented and platforms like national programme NPO - Beter Oud. Also connect with policy makers, aldermen or governors who already have the mindset that older people should be in the lead when it comes to making decisions that affect them.

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

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

E1: Foundation, cooperation, it could be anything. Locally the situation can be very different. There is a tendency to get organized based on themes, shared lifestyle, small scale citizens’ initiatives.

E2: Meeting about participation (once a year)

E3: Connect with networks, platforms.

E4: -

E5: Link, connect to existing projects (there is a lot going on).

E6: I don’t know

E7: No institutional setting, but a movement.

E8: Connect these Scouts (maybe only temporary) to a trustworthy structure that already exists.

E9: There are funds and clubs that stimulate or support initiatives with money, knowledge and knowhow, like Fonds Nuts Ohra. National programs could be good vehicles to take a leap.

E10: Small groups that work on a local scale.

E11: Connect the Scout or Scouts to a key-figure with a broad network on different levels (micro, mese, macro).

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

11. How would you consider the interest of relevant stakeholders in the issue? Why is the issue important – or not important – to them?

E1: Link to themes like ‘Remain healthy and active’; Make clear that Mobility Scouts can make a contribution to the quality of the living environment enabling older people to participate as long as possible. Mobility, esp. within the house is extremely important (top 5 of deaths). Mobility Scouts could cooperate with the Foundation Consumer & Safety in this, e.g. about use of ICT. Link to issues like: Age friendly cities, healthy cities, accessibility of transport services (bus stop nearby).

E2: Don’t know

E3: Older people organizations might be interested, although their priority is lobbying. The UniekBO is very well organized at local level. Mobility Scouts could play a role here. Municipalities might be interested, especially the smaller communities in the countryside.

E4: -

E5: The issue is important for municipalities; Make clear that Mobility Scouts contribute to social cohesion which may diminish the appeal on means.

E6: Mobility Scouts could provide useful information for local authorities: an inventory of problems (from the perspective of ,hands’-on experts and a range of possibilities/ideas/designs that could lead to approaches to tackle these problems. The project seems to be very suitable to develop new initiatives for existing structures and put them on the map (e.g. transformation processes in existing neighbourhoods).

E7: Leyden Academy on Vitality and Ageing, Prof. Joris Slaets may be interested. They are involved in a project on leefplezier (growing old pleasantly).

E8: The ambition of older people to be self-supporting and participate can no longer be ignored. Local authorities but also organizations for welfare are searching for ways to organize participation. This is a good start.

E9: Mobility Scouts could contribute to create social support for policy of authorities.

E10: Local authorities have to listen to what citizens have to say and organize and structure participation. By 2019, the Environment Act will be implemented. I see that authorities are very willing but also searching for ways to cope with the challenges this Act will bring. Mobility Scouts could help.

E11: Klicken Sie hier, um Text einzugeben.

E12: Klicken Sie hier, um Text einzugeben.

12. Do you know relevant stakeholders, existing groups or older men and woman that might be interested in getting involved in the project?

E1: Samenkracht (Joint Strength) and Vital Living Communities

E2: No

E3: Older people organizations:UniekBO/PCOB

E4: ANBO, PON (Province Brabant), LOC (National Client Platform, WeDo - II (NL partner in EU project)

E5: Denktank60+Noord (Zwolle), Living Labs.

E6: No

E7: Getoud – www.getoud.nl

E8: Senior boards and councils in the Provenche like PROO in Overijssel

E9: local political partners, volunteers of the cycling union who are now involved local activities

E10: Janneke Zomervrucht of www.mensenstraat.nl (<http://www.mensenstraat.nl>) and Anne Koning, formal alderman of Delft and now chairman of the Play Safe foundation. You could be inspired by organizations and designers that care about child friendly neighbourhoods because the aims are a lot alike. Like JantjeBeton (an organization that started with creating playgrounds as an answer to the realization of concrete buildings during the 1960s. Also “place making” is an interesting concept (like www.placemakers.nl).

E11: It could be interesting to speak with members of our (test) panels and ask about their experiences. They are pretty much like the Scouts you are looking for I think.

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: yes, e.g. development of material.

E2: Willing to think along.

E3: By putting information about Mobility Scouts on the website www.agefriendlynederland.nl

E4: Contribute as a trainer

E5: It is an interesting project. We could exchange knowledge. Should you want to involve students, contact me in April no later.

E6: See question 7 (research and training)

E7: Via Netherlands Ass. of Gerontology (NVG/KNOWS), Journal Geron (article about Mobility Scouts), keep me posted.

E8: Keep me posted, maybe I can contribute as a trainer or we could work together on themes like housing

E9: On a personal level, no but the Cycling Union itself should be informed en involved on a local scale.

E10: For networking: yes

E11: No, I don't have the time. You can email me but I can't promise anything.

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

