MOBILITY SCOUTS

Toolkit for Practitioners

ENGAGING OLDER PEOPLE IN
CREATING AN AGE-FRIENDLY
ENVIRONMENT

PARTNER OVERVIEW

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### ENGAGING OLDER PEOPLE IN CREATING AN AGE-FRIENDLY ENVIRONMENT

Contents

We live at a time in history where the number of older people is exceeding the number of younger people. International instruments and strategies – including the Madrid International Plan of Action on Ageing 2002, the WHO Global Strategy and Action Plan on Ageing and Health 2016–2020, and Agenda 2030 –have been developed and implemented to approach the changes associated with ageing in the context of the entire life course and to catalyse meaningful and measurable impact to improve older peoples' lives.

The experience of ageing depends not only on the functional capacities of a person but also to a large extent on the physical and social environment in which that person lives. Developing age-friendly environments is one of the five strategic objectives focused on by the Global Strategy and Action Plan on Ageing and Health 2016-2020. Environments can be inclusive and supportive of older people with varying capacities through three dimensions: physical environments, social environments and municipal services. Within these three broad inter-dependent dimensions, WHO categorises eight domains, which are key areas of work covered by different sectors[1] (see figure 1).

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. The environment where older people live is crucial for their well-being and mobility is one of the prerequisites for social participation, which, in turn reduces the social and economic cost of physical inactivity. Being mobile means being able to go outside, take care of yourself, see friends, stay active, be visible and be involved in community activities.

[1] *Age-friendly environments in Europe. A handbook of domains for policy action. World Health Organization (2017)* http://www.euro.who.int/__data/assets/pdf_file/0011/359543/AFEE-handbook.PDF?ua=1
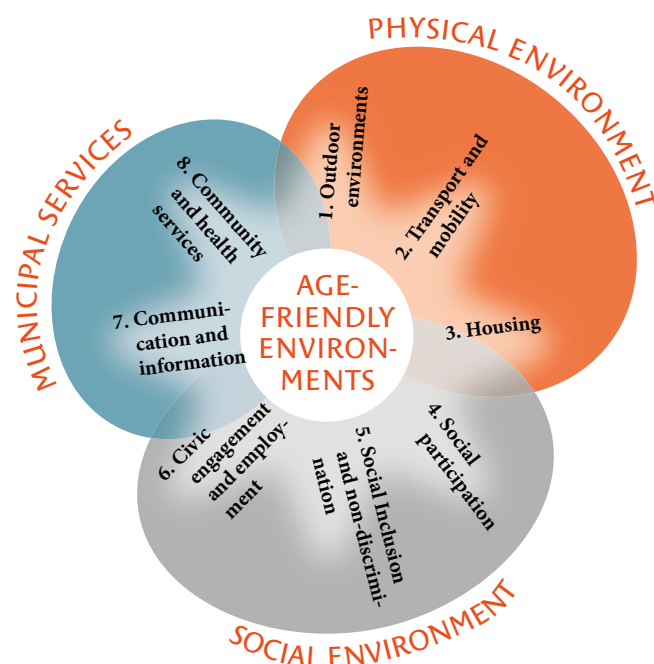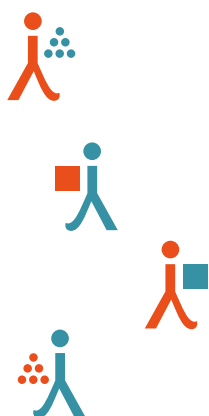
THE MOBILITY SCOUTS APPROACH

'If you want to live comfortably in your city, you have to take care of it yourself' Resident of Zutphen (72) during walk-in coffee table conversation

Mobility Scouts is an Erasmus+ project implemented by partners working in the fields of social policy and research, social gerontology and adult education in Austria, Germany, Italy, Lithuania, and the Netherlands (Project duration: October 2016–September 2018). The overall objective of the project was to involve older men and women in decision-making processes and enable and empower them to contribute to the creation of age-friendly environments and services. According to the concept, a training created the preconditions for older men and women to develop and implement their own projects based on the local specificities as well as their own and their cooperation partners´ interests. Through the training, older people are empowered to speak up and participate constructively in different societal, political, and economic fields and foster new types of cooperation with organisations, institutions and companies. The stakeholders, in turn, make themselves ready for the involvement of older people and to profit from their experience and knowledge.

The *Mobility Scouts* model is an innovative approach to inclusion and participation of older people. It combines a variety of components discussed in relation with active ageing, such as age-friendly and accessible environments, participation in lifelong learning, volunteering, and active citizenship, and also fosters a co-productive interaction between older people and stakeholders who have an interest and/or obligation to make the physical and social environments more accessible and age-friendlier.

The *Mobility Scouts* project takes into account that mobility is not an individual characteristic. It is the result of a combination of circumstances and players, including an individual's health condition and sense of (in-)security, spatial planning, design and organisation of transport, support infrastructure, traffic participants' awareness and behaviour etc.

Link: For more information on *Mobility Scouts* please visit

www.mobility-scouts.eu

The *Mobility Scouts* Toolkit for Practitioners was developed with the aim of summarising our experiences and to provide practical guidelines on how to involve older men and women in decision-making and empowering them to contribute to the creation of age-friendly environments and services. It gives a multifaceted perspective on participation in an ageing society where older people are seen as experts of their living surroundings and potential agents of change for more accessible spaces and services, whereas public and private decision-makers should be prepared to collaborate with these new players in the planning and improvement of public spaces and services.

This Toolkit for Practitioners is the result of a longer process based on theoretical and practical work by the *Mobility Scouts* partnership. The starting point was a research by the partners investigating the state of the art in the co-production of seniors concerning the age-friendliness of their environment at the national as well as the European level. The research report gives a wider understanding of age-friendly environments through the issues of political discussions, examples of innovative projects and initiatives, and selected bibliography. It describes the working areas for Mobility Scouts, supporting conditions and institutional settings, skills needed for older people to become agents of change, and the relevant stakeholders or potential cooperation partners at the pilot locations.

Link: The European research report can be downloaded from the project website *www.mobility-scouts.eu* **(see Outcomes)**

The knowledge gained through the desk research and interviews with experts laid the foundation for the development of a training concept that served as a general framework for the training in the participating countries. The training concept, tools and methods collected by the partners were used to set up pilot projects following the *Mobility Scouts* approach.

This Toolkit draws on the experiences of implementing pilot projects by *Mobility Scouts* in Austria, Germany, Italy, Lithuania and the Netherlands. It presents the concept of the training, includes background information about the local settings, lists examples of methods used for involving people, generating ideas, planning and realising the projects, and presents a selection of
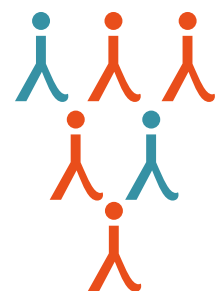
realised ideas and projects. Project descriptions explain what the project was about and what worked well, including some helpful tips and tricks based on the learning experiences and feedback of the participants.

The tools and methods as well as pilot projects described in this publication are of exemplary nature as the contexts, communities and people involved in *Mobility Scouts* projects are unique and have different challenges and solutions. This Toolkit is seen as a resource for organisations and institutions looking for inspiring ideas on how to make our cities and communities a good place to grow up and grow old in.

The Toolkit for Practitioners is a compact presentation of the *Mobility Scouts* approach, which is supplemented by other useful tools, materials and publications (Sensitisation Handbook, Online Training Course) available at the project website. Translations of the Toolkit in the national languages of the five partners can be found both on the project website and on the websites of the partners.

Link: **The Sensitisation Handbook can be downloaded from the project website** *www.mobility-scouts.eu* **(see Outcomes). The Online Training Course is available at the project website.**

THE MOBILITY SCOUTS TRAINING

'The training was successful. It has resulted in a new perspective: I have learned to view my living environment through age-friendly glasses'.
Mobility Scout in Zutphen (NL)

Aims of the training

Issues of an age-friendly environment, accessible transportation and mobility are becoming socially relevant topics worldwide. Within the last few years, civic participation has become a commonplace element in many planning and (re-)designing projects run by local authorities in many countries.

Therefore, the aim of the *Mobility Scouts* training is to support older people in:

- getting background information on issues such as accessibility and age-friendly environments;
- reflecting the situation in their living environment;
- contributing to an age-friendly environment by developing and implementing pilot projects;
- promoting creative and critical thinking, analytical reasoning, team work, planning and reflection of individual skills;
- supporting networking and cooperation with relevant stake-holders.

Profile of Mobility Scouts

Mobility Scouts are (older) citizens who are interested in acting as 'agents of change' bringing together older citizens, local authorities and service providers to cooperate in the development of age-friendly environments and services. *Mobility Scouts* are 'front runners' who are motivated to put the issue of age-friendly environments on the local agenda and give it a boost by initiating a project. To do so they need to find and bring together different stakeholders and also acquire or reinforce general and specific skills and competencies:

- Personal skills including positive thinking, empathy, self-awareness and self-reflection, staying focused and taking initiative;
- Professional skills including skills such as the basics of planning, knowledge of different fields of transportation, creative and critical thinking, analytical reasoning, team work, planning, communication, relations management, and reflection skills and mobility, knowledge of administrative structures and processes, especially in the context of urban planning, project management skills, ICT competences, teamwork and networking competences, as well as strategic skills.

Profile of Trainers

The *Mobility Scouts* training is interactive, which means that the content of the training is shaped by both trainers and participants according to the context in the participating countries and cities. Participants of the training are invited and challenged to think, reflect and to practice and experience in their local or regional

situation. Participants need to gain insight and learn from like-minded peers how to perform actions accordingly in their own neighbourhood, village or town.

As the training includes guiding the process and its contents, it is advised to work with two trainers. We also recommend inviting experts to inform the trainees and bring focus on different topics.

Structure and contents of the *Mobility Scouts* training

Considering the aims and the focus of the *Mobility Scouts* approach, the training process basically consists of three parts:

- Training Phase
- Implementation Phase
- Reflection and Celebration Phase

This training process served as a general framework for the training at the pilot locations. In each partner country this general concept was adapted to match the national and local context and especially the needs of *Mobility Scouts*. In the following chapters five different interpretations of the training framework are presented including different schedules and time plans. However, all partners practised these training elements:

WELCOME & INTRODUCTION EVENT

Practical module 1

Thematic workshop 1

Practical module 2

A) TRAINING PHASE

Thematic workshop 2

Practical module 3

Thematic workshop 3

B) IMPLEMENTATION PHASE

C) REFLECTION & CELEBRATION PHASE
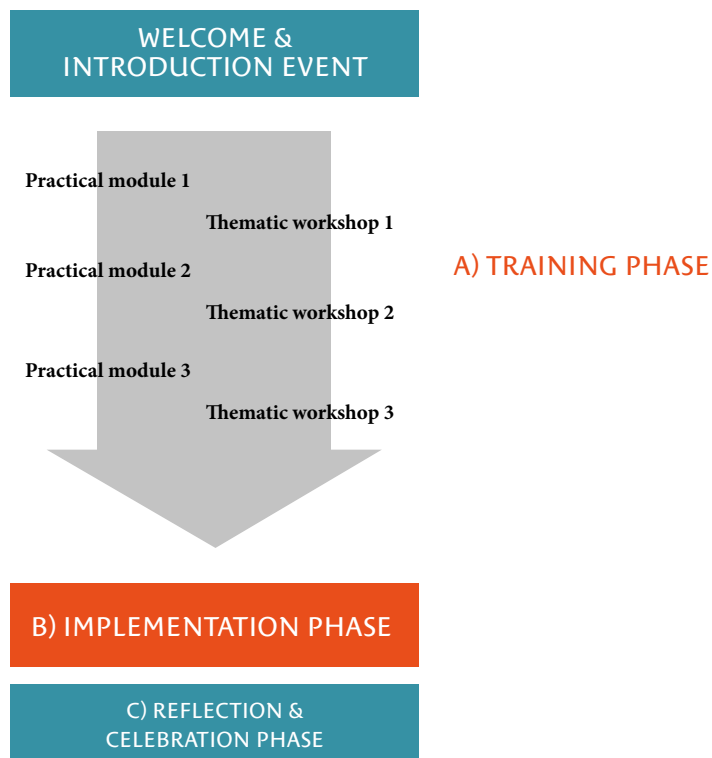
A) Training Phase

'In the training I learned how to start with an idea and develop a concrete project'. Mobility Scout in Vienna (AT)

The training phase has four different components:

Welcome and introduction event

In a welcoming and introduction event participants are introduced to the *Mobility Scouts* training and the background and the guiding principles of the concept. Furthermore, it focuses on the issues of active citizenship of older people and co-production in creating age-friendly environments. At the end of this event, participants have an idea of what active citizenship of older people means, how they could contribute to an age-friendly environment and why these are such important issues.

Lesson Learned: **Make sure to schedule enough time for building awareness and explaining the concept of age-friendly environment.**

Thematic workshops

The aim of the thematic workshops is to transfer and exchange knowledge and good practices about relevant issues in order to increase the expertise of the *Mobility Scouts* on matters of supportive environments and ageing. Most partners invited external experts to inform the training participants on the relevant issues and allow in-depth discussions.

Focusing on the local conditions, thematic workshops can inter alia deal with the following issues:

- Processes and responsibilities in urban planning and (re-) designing of public spaces;
- Responsibilities and organisation in public transport systems;
- Decision-making processes in the public sector;
- Possibilities and methods of civic participation;
- Prerequisites and elements of accessible and age-friendly environments (public transport, public space, housing, etc.).

Practical modules

Practical modules are conducted in parallel and support the participants in developing their own local projects. The training participants can study good practice examples in promoting active citizenship and age-friendly environments, the basics of project management, and how to promote the project and involve relevant stakeholders.

Lesson Learned: Concentration on specific domains of age-friendly environments enables to analyse the issue deeper and to gain expertise in that domain.

B) Implementation Phase

In the implementation phase the trained *Mobility Scouts* conduct projects identified in the classroom training, preferably in cooperation with the local stakeholder and/or with the support of experts involved in the learning phase. Regular meetings are helpful for sharing information on the progress and for receiving advice from peers. Participants receive individual support in further developing and implementing their own local projects. Depending on their needs, trainers and project partners provide support in communication matters, project and process management, networking and building up cooperation with external partners.

Lesson Learned: Extensive peer-to-peer learning takes place in the preparation and implementation of the project. The knowledge transfer occurs while sharing expertise between the participants and the cooperation partners.

Supporting framework conditions for *Mobility Scouts*:
- Logistical provisions, e.g. rooms and office equipment
- Organisational support
- Cooperation partners to realise their project ideas
- Support in public relations
- Conceptual support and acknowledgement
- Financial support (e.g. reimbursement of travel costs, printing, etc)

C) Reflection and Celebration Phase

The reflection event or phase is used to evaluate the training, analyse the implemented projects and establish a network for promoting the age-friendly city concept. The participants also draw up a sustainability plan. A reflection and celebration event is also a good opportunity to honour training participants and old and very old people involved in the projects and to inform the press and local/regional stakeholders. Within the *Mobility Scouts* project some partners decided on an internal and a public part of the final event.

Lesson Learned: *Mobility Scouts* **need organisational support and incentives to maintain commitment and continue the activities started.**

The particular time frame of the respective training parts always depends on external conditions and individual contexts, such as the number of participants, their experience in developing activities, resources of cooperation partners, etc. It is important to adapt the agenda, modules and activities to specific objectives, the size of the group, as well as the needs and interests of the participants.

Tip: **Order some 'photoprop glasses' (see the image) to use as talking sticks during the training or events. It is nice to emphasise the outcome of the training or your event with these 'age-friendly glasses': After the training/ event participants will look at aspects of your environment and issues of growing older from this point of view!**

For further tools and activities to be used in *Mobility Scouts* **trainings or events please have a look at the Toolbox in the Annex.**

MOBILITY SCOUTS TRAININGS AND PROJECTS IN PARTNER COUNTRIES

"Now that I'm growing older, I actually know what that means! I need to think ahead about important issues like where do I want to live, and what do I need?" Inhabitant of Zutphen

Lesson Learned: The variety of projects illustrates that senior citizens can actively contribute to shaping their environment in different ways.

The *Mobility Scouts* trainings and projects illustrate a variety in settings, contents and approaches, reflecting also national, regional and local differences between and within the five partner countries. Some project ideas were developed right after the welcome and introduction workshops and implementation of the projects was carried out in parallel with the training. Other projects focused on a deeper analysis of the social and physical structures of the city and identification of potential areas for the activities of *Mobility Scouts*.

The level of involvement of cooperation partners was also diverse. In some cases, *Mobility Scouts* projects were led by organised or even institutionalised groups of seniors, in other cases seniors not familiar with the issues of age-friendly environments came to the training and became interested in becoming *Mobility Scouts*.

The projects are also different in the amount and kind of involvement of cooperation partners and support provided by the coaches. In some cases, *Mobility Scouts* acted in close cooperation with municipal departments, in other cases a bottom-up approach was used to bring an issue to the table for decision-makers to implement requested actions.

Most of the projects have a follow-up potential. Some projects were planned and carried out as once-only activities with the potential to be repeated regularly. Other projects can also be set up as recurring or ongoing activities, for instance walks for people

with dementia, obstacle mapping, meetings with primary school children.

Given the variety of the *Mobility Scouts* projects, they should not be seen as a blueprint. The projects presented in this Toolkit are meant to inspire others to get active.

Lesson Learned: **Even small-scale projects can bring positive changes in the community, and the initiatives can be incorporated into public policies for scaling them up.**

Setting

The training in Austria was implemented in the City of Vienna. Vienna is the capital and largest city of Austria, with a population of about 1.8 million people. In the training 16 people from different professional backgrounds participated. Most of them were experienced in voluntary work or engaged in local district councils. Some of the participants were still working and saw the training as a valuable impulse for ideas to their working areas (e.g. employee in a retirement home). Others were interested in the training because of their own experiences with mobility barriers and/or the wish to use their time to do valuable work.

Implementation of the training

The training was carried out by a professional volunteer manager and trainer with a lot of experience in adult education and an urban planner/developer with experience in supporting and implementing neighbourhood initiatives. Furthermore, various partners supported the training: the mobility agency of Vienna provided their premises for the two information events and helped in promoting them. The local press and a senior citizens´ association showed interest in the project and were kept informed about the ongoing process.

At **two information events** attendees were informed about the content and the aim of the project and the training and the possible roles of Mobility Scouts. The events were conducted in a more interactive way by asking participants different questions (e.g. What does 'scout' mean to you? What kind of mobility barriers have you experienced? etc.) and were good opportunities for both sides to gain first impressions: for the trainers to get to know potential

participants, for the attendees to have a comprehensive picture of the project and to clarify unclear points on the spot.

The **training phase** started with a 4-hour introduction workshop including 'icebreaking' and team-building activities. Furthermore, time was spent on a thematic introduction to age-friendly cities and environments and on explaining the background and idea of the project as well as on the content and timetable of the training. For a homework assignment, participants were asked to analyse their own neighbourhood using a checklist for an age-friendly environment (see Toolbox in Annex).

The following **three workshops** consisted of theoretical and practical parts. For theoretical inputs experts in the field of urban development, city planning, mobility, accessibility and participation gave professional inputs. In the practical parts *Mobility Scouts* were supported to (further) develop and realise their own ideas of mobility projects. Collegial consultation was a very helpful method for discussing project ideas and collecting constructive feedback.

During the **implementation phase** team meetings to work on the projects were organised individually by their members. The trainers supported the teams in providing premises and in individual group-coaching if needed.

The **final reflection event** consisted of an internal and an official part: In the first part, time to reflect and evaluate the training was scheduled. To spread the Mobility Scouts´ ideas and to gain more publicity, projects were presented in a public event, to which stakeholders and interested people were invited personally.
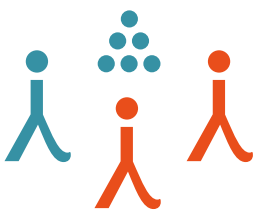
Mobility Scouts projects

Danube Island – towards a barrier-free recreation area

Danube Island is an important inner-city recreation area in Vienna. People enjoy spending time there running, walking, swimming or making use of the food offers. *Mobility Scouts* decided to identify barriers, especially for the elderly or people with disabilities, in terms of access and usability of the area. They choose one part of the island for their mapping of barriers, documented them and developed proposals for solutions. An example of one barrier,

which limits the benefits of the Danube island especially for elderly people, concerns access to the water for swimming: the lack of railings on the steps.

For support in developing solutions concerning accessibility they contacted experts of the Mobility Agency Vienna. Finally, they handed over their documentation and ideas for solutions to important players, which they had identified earlier through a stakeholder-analysis.

Mobility unlimited

Mobility Scouts targeted the problem that many elderly people live isolated in their homes without any contact with other people and that they don´t do any exercises or move about much in public spaces. Therefore, they organised regular meetings in public spaces to do gymnastic exercises together. Their aim was to motivate people to do exercises and to offer them the opportunity to meet in public spaces. Two group members had experience of leading gymnastics groups and knew exercises especially geared towards people with disabilities. Besides themselves leading the gymnastic encounters, they also wanted to involve other people, so that they could organise these encounters regularly. For that reason, they looked for some volunteers to support them.

Safety in the traffic system

The third group focused on road safety. Their overall aim was to make roads and public spaces safer. In particular, they wanted to sensitise different road users (pedestrians, car drivers, cyclists) and enhance mutual respect between them. Their main spatial emphasis was crossings. Through different actions they tried to create awareness of dangerous situations at crossings.

HANAU, GERMANY
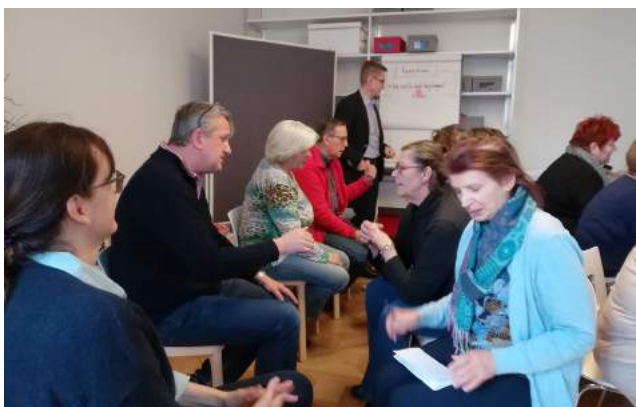
Setting

The *Mobility Scouts* training and projects were implemented in Hanau, a satellite-city of Frankfurt am Main with around 95,000 inhabitants. It was chosen for the *Mobility Scouts* project because the work of senior citizens is well established there and great emphasis is placed on the participation of everyone. Accordingly, there are more voluntary associations, organisations and established neighbourhood initiatives than in other cities. Of particular advantage was the established and committed Seniors Office as well as the Volunteer Agency. These two municipal institutions facilitated the recruitment of potential *Mobility Scouts* and ensured the necessary acceptance within the administration.

Implementation of the training

The **information event** was held in the premises of the Senior Office Hanau. After a welcome by the Head of Department 'Education, Social Services and Integration', the topic of an age-friendly environment and the aims of the *Mobility Scouts* project were introduced. Preliminary ideas for potential micro-projects were discussed, and new ideas were developed. In thematic groups the potential *Mobility Scouts* shared their personal interests and focal points. This allowed them to get to know each other and to identify thematic similarities and differences. Finally, the next steps and dates were planned.

Based on the results of the information event, more elaborate project ideas could be presented and explained in a **planning event**. The aim of this phase was to concretise the ideas of the potential *Mobility Scouts* and to identify their priorities. In addition, the participants decided on the training topics of the forthcoming workshops, blending knowledge transfer on specific topics with ongoing work requirements:

	KEY THEMES	TECHNICAL REQUIREMENTS
Workshop 1	AGE-FRIENDLY ENVIRONMENTS	CONCEPT DEVELOPMENT
Workshop 2	URBAN PLANNING	GETTING RESOURCES
Workshop 3	LOBBYING BY SENIORS	STAKEHOLDER ANALYSIS

Further promotional materials and press releases were produced, which reported on the progress of the project.

The **training phase** consisted of three workshops, each of four hours. In each session, the *Mobility Scouts* informed the other participants about the activities in their small groups. These presentations made it possible for the participants to obtain an overall impression of the projects and to report on their own progress, problems and experiences, which were subsequently discussed in the plenary session. In addition, at least one input per session was given by an expert, dealing with topics, which had been considered relevant by the *Mobility Scouts*.

The **implementation of projects** started with the first workshop; training was meant to be blended with practical work and to support it. At a celebration event the project results were presented to the public. Certificates were issued and handed out to the *Mobility Scouts*.

Mobility Scouts projects

Lesson Learned: Long-standing volunteering experience and social networks of Mobility Scouts help to establish contacts and find solutions quicker.

Photo project 'Old age on the move'

The aim of the project, initiated from Mobility Scouts, is to visualise the themes of age and ageing in the region of Hanau (Germany) and to present them in an artistic manner. At the start of the project, models were addressed and asked for voluntary contributions. The topics were jointly discussed and decided upon, and the models decided how they would like them presented. Some pictures of the models walking outdoors were taken while other photo sessions took place inside.

The lead partner for the photo project was the association 'People in Hanau'. In cooperation with other working groups they found possible locations and appealing places in the area of Hanau. This was important, as some places that were appealing in spring, summer and autumn, were not so appealing during the winter time.

The results of the photo project were presented to the public at the final event. The photos will be published on the website of the City of Hanau. This may inspire other people to implement similar projects and perhaps lead to a follow-up project in which more volunteer models can be recruited.

Traffic safety, accessibility and prevention

The working group on security was divided into sub-groups to cover different thematic priorities and locations:
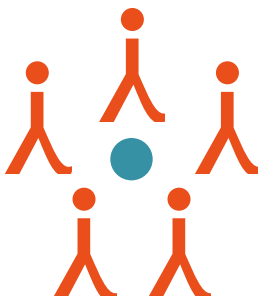
One sub-group focused on the issue of road safety. The aim was to identify problematic roads and pedestrian routes and to increase safety. For this purpose, several visits were organised and traffic situations were documented with photos and short descriptions. All *Mobility Scouts* involved had a specific professional or volunteer background in this field. The collected results were submitted to the responsible officials in the City of Hanau, who have appreciated the feedback and implemented some proposals quickly and with as little bureaucracy as possible. To give a concrete example:

In some places signs were erected to warn road users about difficult traffic situations as well as special traffic lights that make it easier for older citizens to cross the road. The main success of this working group is that in the future informal meetings will also take place, and thus allow citizens to present their issues. Thus, *Mobility Scouts* were able to nudge a citizen-oriented implementation of security measures.

Many citizens are aware of problematic traffic situations but do not inform the authorities as they anticipate too many bureaucratic barriers. Hence, such meetings are a useful way to promote changes towards an age-friendly environment. The applied concept shows that the form of communication – proper preparation and documentation of the problems as well as mutually respectful communication – is likely to contribute to changes and adequate solutions to problems.

The aim of the second sub-group was to further expand an already existing training offer for seniors. Older people, both those who use and those who do not use a walking frame, are trained by volunteers on how to use public transport safely and are also made aware of their customer rights. At the same time, the drivers of the

public transport company are trained about the special needs of older people. Exercises are organised in different districts so that distances for the participants are as short as possible. As not all districts can be covered by the project, the high demand for such trainings is not met.

The project is headed by the mobility commissioner of the Senior Citizens Council. The public transport company supported the project and provided training buses. The goal will henceforth be to offer training courses in every neighbourhood in Hanau and thus to reach all interested citizens. This can increase the mobility of people, as fears are reduced, and mutual understanding is created.

Jointly mobile: Encounters at the Main River

Aiming to promote the use of the Main River promenade and the development of an urban recreation area, *Mobility Scouts* organised inspection walks at the Main River promenade with delegates from the City of Hanau. Routes were checked as regards their age-friendliness. Some problems were identified (e.g. a steep staircase without handrails) and decisions were made to fix them in the near future. For example, a nearby area with age-appropriate sports equipment will be installed. This makes it possible for people of all age groups to use the site as a public meeting place.

Attention was also paid to activity offers for older people with and without dementia. For this purpose, regular guided walks along the Main River, combined with a restaurant visit, are organised in cooperation with the association 'So wie daheim' (Like at Home). The social acceptance of dementia is still weaker than expected. Dementia patients and their relatives often feel ashamed. An important role of the project is not to hide dementia in public spaces. The project contributes to raising awareness of the stig-matisation and necessary inclusion of people with dementia. As a low-cost activity it has promising follow-up perspectives.

Online Survey 'Quality of living conditions of people aged 60+ in Hanau'

Mobility Scouts also planned and carried out a survey among people aged 60+. Based on the WHO concept of age-friendly cities, questions focused on the topics of housing environment, public transport, living situation, social participation and respect and

communication and information. Further, socio-demographic data of the respondents were collected (e.g. age, sex, district, country of birth, educational level, mobility or state of health).

The survey was conducted with the help of an online tool. To ensure that as many people as possible participate in the survey, publicity was promoted by both involved departments of the City of Hanau and the Mobility Scouts. Citizens were informed about the survey several times through press releases, posters and flyers. The Seniors Office and the *Mobility Scouts* offered personal support to people without access to the internet. However, many seniors were reluctant even when personally addressed. In the given time frame of three months, 325 responses could be collected.

The results of the survey serve as a basis for future work. Although it is not a representative survey, the results have been welcomed as they identified previously unknown problems. Furthermore, it is considered an expression of respect and acknowledgement that a city is interested in the opinions and assessments of its older citizens.

Lesson Learned: **Older people prefer verbal communication to written forms and personal interviews for collecting input and feedback for surveys is recommended.**

We would like to thank Mr Norbert Stiebitz and Mrs Sylvie Janka for providing us with the photographs of their project.

Setting

The *Mobility Scouts* has been implemented in Rome Municipality I (around 202,000 inhabitants) and Municipality XII (around 143,000 inhabitants). The reason for the choice has been two-fold: on one hand the interest manifested by the two local governments towards the topics addressed by the project, on the other the presence, in both Municipalities, of elderly centres with which cooperation had been carried out during the previous *Active80+* initiative. The interaction with both Municipalities has also facilitated the promotion of the training activities, the recruitment of trainees and their involvement in small local projects deriving from the training, as well as the elaboration of proposals to solve the obstacles identified to local age-friendly mobility.

Implementation of the training

The 15 training participants were identified through the project and training presentations at the various elderly centres, in cooperation with Municipalities I and XII. In order to support seniors as possible agents of change, enhance the trainees' self-esteem and promote their active citizenship, an attempt was made to emphasise:

- Pro-active approaches, to multiply the training results through the training follow-up working groups and the projects emerging from the training sessions and involving a total of 23 senior citizens.
- The participatory potentials of the *Mobility Scouts* project, with policy recommendations to be then shared with the Municipalities' decision-makers.
- The links between local age-friendly mobility and the larger national and EU dimensions, trying to show the links, interactions, good practice and examples of success stories in Rome, in other Italian and EU cities.
- The training cooperation partners have included Rome Municipalities I and XII, their elderly centres, the *Sbilanciamoci!* Campaign and *Kyoto Club's Sustainable Mobility Working Group*.

In Italy a National Networking Event – with the title Cambiamenti climatici, politiche di mobilità e qualità dell'aria nelle grandi città italiane (Climate changes, mobility policies and air quality in the Italian big cities – has been organised in cooperation with Kyoto Club and its Sustainable Mobility Working Group.

Rome *Mobility Scouts* participants and partners as well as local, regional and national mobility decision-makers and companies have taken part. Details of the *Mobility Scouts* activities have been shared and the Mobilitaria 2018 Report, prepared as part of the *Mobility Scouts* project, has been presented and discussed.

Link: Interested in learning more about the Mobilitaria 2018 Report?
Please have a look at the Italian version here:
https://www.kyotoclub.org/docs/mobilitaria_r3.pdf

Mobility Scouts projects

Mapping obstacles to local age-friendly mobility and proposing solutions

In Municipality I and XII in the City of Rome inhabitants of elderly centres and cooperation partners were invited to identify obstacles in specific streets based on street maps used. The major ones identified were inter alia: architectural barriers (e.g. too high side-walks, erratic car parking, holes in the street pavements and footpaths), too few dedicated spaces for pedestrians and bicycles, traffic air pollution, inefficient and very often unpunctual public transportation and lack of decent functioning public toilets and public electric mobility. In joint meetings Mobility Scouts, older men and women and cooperation partners also discussed possible solutions. At the request of the Social Policies Councillor of Municipality I, obstacles and solution proposals will be part of a policy recommendations paper for further action with the Rome City Government.

Lessons learned: Constructive and evidence-based recommendations by *Mobility Scouts* can be turned into solutions by local authorities without delay, which builds trust among older people and shows them that it is worthwhile to investigate their living environments and report problems to decision-makers.

Via Longhena Timebank

Via Longhena Timebank was created in 2011 and has 335 members active in over 60 activities exchanging services with no money involved. *Mobility Scouts* in Rome have cooperated with different activities. For instance, they took over pedibus (bus on feet) shifts, during which elderly persons accompany young students to and from school. The activity has been: providing safe pedestrian mobility for the children; reassuring their parents who do not need to worry about their children's safety; enhancing new friendships among the young people and intergenerational interactions between the young and their senior chaperones. Furthermore, *Mobility Scouts* supported the promotion of the Timebank among older people.

Seniors' mobility at the Enrico Pestalozzi primary school

In Rome, a 90-year old Mobility Scout and former graphic designer and cartoonist held three two-hour sessions with ten children in a primary school. In the group they exchanged ideas and drawings on the difficulties senior citizens face moving around in the city and what could be done to support them.

An extract from the discussion:

Are there any difficulties for the elderly in the street?
Gentle: The elderly could fall, because there are too many holes.
Aya: The elderly cannot take the bus, because they walk too slowly.
Henos: The elderly cannot climb onto the buses, because the buses are too high.

What kinds of activities could the elderly do outdoors?
Jasmin: The elderly could go out to buy an ice-cream.
Ilkan: They could go to buy flowers.
Aya: They could go shopping.
Henos: They could walk the dog.
Aya: They could visit a museum.
Jasmin: They could visit a friend or a relative.
Ayman: They could take their grandchildren to school.

How can we help them?
Henos: Somebody should open an umbrella for them when it rains.
Henos: There should be a person to help the elderly cross the street.
Gentle: The buses could be more comfortable for them.

Liberi di essere, liberi di muoversi (free to be, free to move)

The project, which allows free taxi transportation for seniors and other persons with mobility problems, started in 2014 in Rome Municipality I and, in addition to the Municipality, it involves *Mobility Life*, the Elderly and Retired Persons Federation and the taxi cooperative *Samarcanda*.

Altogether 50 taxi cars are available and may be booked through two call centres which are organised and managed by volunteers. The public private partnership is based on social marketing principles: private companies take advantage of advertising on the *free to be, free to move* cars and co-fund a useful transportation system supporting the mobility of senior citizens.

Following a search for volunteers advertised by the Municipality, *Esquilino* elderly centre *Mobility Scouts* have started cooperating with the project as volunteers and have expressed interest in developing contacts with similar experiences in other European countries, to possibly plan visits and exchanges of seniors related to sustainable mobility innovation in European cities.

Setting

Kaunas is the second largest city in Lithuania with a population of 292,691, 20% of which are 65+. The most popular activities of retired people are attending lectures at the following faculties of the University of Third Age: Faculty of Tourism and Recreation, Faculty of Theatre And Music, Faculty of Design, Faculty of Law, Faculty of Health and Faculty of Theology. There are three municipal day care centres where activities for older persons are organised for a fee calculated according to their income. People of older age enjoy singing in choirs, going on excursions, attending meetings with writers, doing crafts, going to concerts, gardening and exercising. Volunteering and civic engagement is not popular among older people in Kaunas.

Implementation of the training

The information event was held on 27 May in the Assembly Hall of the Lithuanian Sports University. After the welcome by the head of the Sports University of the Third Age, the *Mobility Scouts* project and the concept of age-friendly environment were introduced. A discussion about the role of the scouts started immediately. The scouts' movement in the 1930s was recalled and the participants related the project to young people. Finally, the role of a 'scout' as a person exploring a territory and collecting information was agreed upon. The concept of 'age-friendly environment' also needed extensive explanation. Out of 18 attendees of the event four expressed definite interest in enrolling in the training programme and all attendees gave consent to be contacted and receive information about the training course.

To raise interest in the course, a launching event was organised in the form of a two-day excursion combining a visit to the Museum of Ethnocosmology with an introductory workshop of *Mobility Scouts* held in a rural seminar location. This format for the launching event was chosen in order to raise greater interest in the project among older persons from different third-age associations in Kaunas. Excursions are the most popular attraction among Lithuanian seniors so a visit to the museum was offered as a reward for the commitment to participate in the workshop and in the training afterwards.

The 6-hour workshop focused on understanding the concepts behind age-friendliness of cities and communities and related
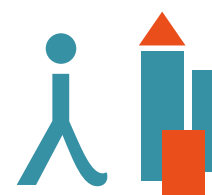
initiatives of older citizens. The workshop was held in the form of discussion groups analysing the core indicators of Age-Friendliness developed by WHO. The findings of the European Research Report and the training phases developed by the international project partners were presented to potential learners and a collaborative draft training plan was designed.

The training phase with 15 participants started at the beginning of October. It was structured in weekly 3-hour sessions for 8 weeks. Each session started with a presentation by an expert in the fields of active and healthy ageing, urban planning and development, transport and traffic organisation, forms of civic engagement, stakeholder mapping and communication with decision-makers. In each session sufficient time was scheduled for discussions and brainstorming to identify areas for group projects. The training took place at the Lithuanian Sports University.

The implementation phase started at the end of November and was planned to continue until the end of February. The ideas for pilot projects were prompted by large-scale activities going on in the city, namely Sustainable Urban Mobility Planning actions, Kaunas Biennial 2017 and preparations for Kaunas European Capital of Culture 2022. The following ideas were selected for action:
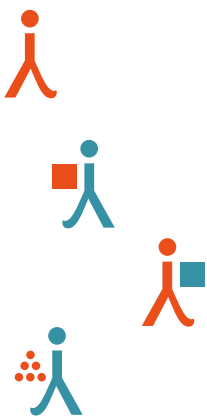
- Establish contacts with the public bus company and municipal transport department in order to have regular meetings for seniors to communicate their needs and concerns about the development of public transport in the city:
  - Increase the involvement of seniors in open consultations held by developers of the Sustainable Urban Mobility Plan for Kaunas;
  - Make proposals and co-organise European Mobility Week campaigns and events.
- Engage older citizens in the planning of European Capital of Culture Kaunas 2022 events to create a sense of belonging for the older population.

As the participants came from different city districts and different organisations, no teams were built around the short-listed ideas. The projects were planned and implemented by the entire group with more active involvement of the idea owners. Assistance to the groups was provided by SIC chair, Sports University lecturers and the curator of social projects at Kaunas M.K. Čiurlionis Art Museum.

Mobility Scouts projects

Round table for better public transport

Seniors are not happy about certain aspects of public transport and most often do not receive answers to their complaints. There are official complaints procedures by phone or online form on the city website, but usually no feedback is received. Seniors wanted to have a face-to-face discussion with the managers of the public bus company and bus drivers.

A group of *Mobility Scouts* organised a round table discussion with the director of the public transport company. The group formulated their concerns (e.g. safety on the bus, the behaviour and culture of the drivers, time intervals between buses, the quality of bus shelters, information at the bus stop, frequent changes of routes and time tables). During the meeting they learned that decisions are made by the Municipality Department of Transport and that the public transport company has little freedom to make independent decisions. The parties agreed to hold a round table at the municipality.

Again, the team prepared for the meeting: wrote official letters to the municipality to agree about the date and time, formulated and sent the list of issues to be discussed, agreed the meeting agenda, the list of organisations to be invited, sent invitations. In total, 22 participants from three seniors' organisations and municipal departments attended. The meeting started with the presentation of the *Mobility Scouts* project and transportation domain in the framework of age-friendly environments. The head of the transportation department gave a presentation covering the issues raised by the *Mobility Scouts* and answered questions. Following the constructive discussion, the public bus company and the Department of Transport expressed interest in collaborating with *Mobility Scouts* in the future and have regular meetings to discuss areas of collaboration.

Lessons learned: Proposals and recommendations given by well-informed organised groups are taken seriously by decision-makers.

Nordic walking march to celebrate European Mobility Week

The traditional celebration of European Mobility Week in Kaunas is the Car Free Day organised by the local authorities each year on 22 September. On this day public transport is free of charge and citizens are encouraged to get around without a car. Some participants advocating the active lifestyle proposed to bring more variety to European Mobility Week events and to organise a walking march along the pedestrian street from the city centre to the Old Town. They chose the Public Health Office as the cooperation partner to promote the event. The slogan of the march was 'Moving is my Choice' and users of different mobility means such as bicycles, roller skates, skateboards, scoters, as well as walking aids were invited. The event was promoted on social media and on the Public Health Office website, posters were posted in the Lithuanian Sports University and the Centre of Culture. Unfortunately, weather conditions were unfavourable on the planned day and only the biggest Nordic Walking enthusiasts – about 30 people – came to the event. It is planned to start organising the European Mobility Week campaign earlier and to involve organised groups of enthusiasts in the planning.

Participation in public discussions on SUMP

Within a research on the state-of-the-art of age-friendliness and accessibility issues in Kaunas (LT) project partners became aware of the development of a Sustainable Urban Mobility Plan (SUMP). However, there was little information about the public events held by SUMP developers. So, project partners and *Mobility Scouts* in Kaunas asked the municipal department for further information and to have it made available to a wider audience. In fact, older persons do not attend these meetings because they are not invited and therefore not represented. *Mobility Scouts* took over the task of spreading information and inviting older people to participate in these public discussions.

Engaging in the preparation for European Capital of Culture Kaunas 2022

In March 2017 Kaunas was announced as the European Capital of Culture for 2022. ECOC is a good opportunity for citizens to transform and improve public spaces, therefore engagement in Kaunas 2022 preparation events was seen as a feasible project for *Mobility Scouts* with a promising follow-up potential.

The idea of a community land art festival in one of the city parks was proposed for the creative communities' platform Fluxus Labs. The presentation of the community land art project in the park interested the European expert who promised to look for landscape artists willing to further develop the idea.

The park, which was a city cemetery until 1957, is located in the city centre next to the bus and train stations. The place is planted with maple trees, the leaves are not collected in autumn, and after the winter the rotten leaves make the park a very unattractive place. The idea is to mobilise the local community to make land art objects from the fallen leaves in the autumn, i.e. turn the raking of fallen leaves into art. A clean-up of the park was organised on the Thursday before Easter and a community group was set up. Members of the Lithuanian Shooters Union (paramilitary and patriotic organisation from 1919) expressed interest in participating as there are quite a number of unmarked graves of armed anti-Soviet resistance fighters in the territory of the present park. It really needs maintenance and respect for the remains which are still buried there. Older inhabitants living in the neighbourhoods of the park are trying to cooperate with the municipality to find a solution for the neglected park.

Activities in the museum

The curator of social projects at Kaunas M.K. Čiurlionis Art Museum invited *Mobility Scouts* to explore exhibitions of Kaunas Biennial taking place in 24 public spaces of Kaunas. Kaunas Biennial 2017 questioned the notion of monument: what, when and why should a monument be or not be. While opposing the populist practice of removing-erecting and conservative traditionalism, prevalent in the memory discourse of public art in Lithuania, the Biennial aimed to stimulate and legitimise new, contemporary, conceptual and relevant ideas and strategies of remembrance. *Mobility Scouts* were approached as history witnesses to co-produce intergenerational activities in the Biennial exhibition. Together with the curator *Mobility Scouts* organised activities with children from the Children's Day Care Centre to discuss remembrance and the concept of a monument.

In February, March and April 2018 some women from *Mobility Scouts* group met every Thursday in different branches of the museum to crochet squares for the Blanket for Europe which will be delivered to the Dutch town of Leeuwarden, the European Capital

of Culture 2018. This initiative was started by the Dutch sociologist-volunteer Esmeralda de Vries to demonstrate power, warmth, diversity, connection and colour. Blankets from different European cities will cover five football grounds. Women from the *Mobility Scouts* team were crocheting squares to make the pattern of a tulip. All blankets crocheted in Kaunas were exhibited in the Town Hall Square on 14 April and afterwards will be sent to Leeuwarden.

Setting

The Dutch curriculum has been tailored to the local context: i.e. the city of *Zutphen*, situated along the river Ijssel, in the rural region *Achterhoek*, province of *Gelderland*. Zutphen is a mid-size city with 47,314 inhabitants, 20% of the population is aged 65+. Zutphen is a Hanze-town with a historic inner city. Buildings, some dating from the 12th century are still lived in, squares and streets are paved with cobbled stones. Since 2001 Zutphen has been collaborating with the nearby cities of Apeldoorn, Deventer and four villages to develop policy on the physical and social environment, housing, transport and economy. At managerial level Zutphen is divided into five districts. It was formerly divided into ten districts. One neighbourhood (*De Hoven*) is situated across the river and the adjoining village (*Warnsveld*) became part of the municipality of Zutphen in 2015.

Implementation of the training

Unlike the west part of the country, cities like Amsterdam, The Hague, Utrecht, the concept of age-friendly environments is new in Zutphen, situated in a rural part of the Netherlands. That is why the focus was on raising awareness and creating a social basis for the concept of age-friendly environment. The curriculum consisted of an introductory event and small-scale living room meetings to get to know about age-friendly environments. Thus, a social basis gradually arose among older citizens and local stakeholders in Zutphen. This was further enhanced by a reporter of a local newspaper who created a monthly column about 'Mobility Scouts' engagement and activities. Furthermore, local authorities, especially district managers were informed about the *Mobility Scouts* acti-vities. The approach fits into the trend of citizen initiatives and community-building approaches in the Netherlands. 'Self-reliant' participation and ageing in place are enforced by an ongoing decentralisation process causing a shift of responsibilities from national government to local authorities, e.g. the Social Support Act (2015). The Environment Act, coming into force in 2019 obliges local authorities to develop a vision and policies, including citizens bringing in their views on issues such as urban development, design of public spaces, accessibility and quality of social services.

Lessons learned: Older people need easily accessible meeting places to exchange ideas and views. The example of the walk-in living room meeting showed the possibility of using private homes for neighbourhood meetings, which can be held on a rotation basis.

The **training phase** started with a 3-hour Introduction workshop in which 8 participants took part. (22 September 2017). The tool 'picture-it' helped participants to introduce themselves and get to know each other.

We continued with a brainstorming session identifying aspects of age-friendly environments. In the second part of this workshop different statements about ageing and images of ageing were discussed. In order to raise awareness about different perspectives on ageing the tool 'Dialogue on Growing Older' was introduced: inviting participants to reflect on the way they are growing old, the impact of the (physical and social) environment in Zutphen on their well-being.

In the theoretical part of **workshop 1** ('Understanding') we explored the context of the *Mobility Scouts* project by mapping and identifying different views, identities, roles, living situation of older inhabitants in Zutphen, including those of the training participants. What could be done to motivate older citizens to become engaged and have a say? The practical part was used to explain and work with the Innovation Spiral tool. This tool can be used to find out in which phase an idea is located, e.g. is it just an idea, a dream or is it already a project with cooperation partners? Participants worked together in pairs and asked each other questions about project ideas.

Workshop 2 started with a theoretical session about 'Engagement and Participation'. Two central questions of the report 'Ageing in The Netherlands' (SCP, The Netherlands Institute for Social Research, 2017) were discussed:

- In what way does the (physical and social) living environment affect crucial matters such as being in control and autonomy?
- What would the characteristics of a pleasant and good quality living environment for older people be?

In the practical session participants continued to work on their project ideas.

Workshop 3 was about 'Acting': what do *Mobility Scouts* need to implement their ideas? The theoretical part focused on cooperation and working together. We discussed issues like: why is cooperation often so difficult? How many rules does one need and in what way does authority play a role? Other issues that were mentioned

were the importance of creativity, inspiration, brainstorming and adaptation of the thought process: i.e. do not think of limitations and obstacles, instead think of opportunities. Several possibilities for publicity and funding like regional funding programmes for citizens' initiatives were discussed. In the practical session participants shared how they had been working to enlarge their network of stakeholders, their project plans and attempts to find others to cooperate with. The Network Analysis tool was introduced.

At the end of the third and last workshop (3) the training was evaluated by each Mobility Scout with a general assessment.

Mobility Scouts projects

Walk-in living room meetings in the old city centre

Project partners started small-scale walk-in-living room meetings (with coffee and cookies) in the old city centre of Zutphen. The aim was to raise awareness about age-friendly environments, to inform people about the *Mobility Scouts* project and collect ideas and input for potential activities. It turned out that such easily accessible meeting places are very much wished for. One of the *Mobility Scouts* shared the idea and decided to open her house/living room each Monday morning inviting her neighbours for a cup of coffee, to talk about their dreams and wishes to grow old pleasantly and exchange views on the quality of their living environment. Future plan: *Mobility Scouts* and the project team are searching for more participants willing to open up their living rooms resulting in a network of walk-in living room meeting places. Target groups are (older) inhabitants of Zutphen.

Electric hop-on/hop-off bus to the city centre

An alternative, affordable and age-friendly way of public transport in the city is the main aim of this project. The city bus will cover all districts of Zutphen, facilitating (older) people with mobility problems to go to the city centre, enabling them to go to the market, to engage in activities and meetings. Such a bus has already been realised in the city of Deventer, nearby Zutphen. *Mobility Scouts* organised a test-ride (7 March) and learned from the initiative in Deventer.

Project partners are the municipality of Zutphen and inhabitants of four districts in Zutphen. *Mobility Scouts* are actively looking for funding possibilities. During the implementation phase other partners, such as transport companies, will be asked to join in.

Experience-Tables health and social care services

Mobility Scouts are setting up small-scale encounters, so called 'experiences-tables', where older people share their experiences and give feedback about the accessibility and quality of health and social care services in Zutphen. Stakeholders are the Expertise Centre Older People Medicine (Gelre Hospital) and Zutphen – Platform Social Domain (Municipal Advisory Body), Social Care and Welfare organisation Perspectief (professionals and volunteers), Humanitas (project to combat loneliness and social isolation). On a national level there will be a link to the national programme 'Beter Oud' (Growing old in a better way), enabling participants to exchange experiences with groups in other parts of the country as well as to participate in trainings to improve their competences. Organisational plan: setting up experience tables in all districts.

Project partners: Three Mobility Scouts *set up this project.*

Small-scale public workshops in districts: co-creating age-friendly communities

The aim of the public workshop is to put age-friendly environments on the social and political agenda as well as to invite (older) inhabitants of Zutphen to join and share experiences and ideas. First of all, participants introduce themselves (in 5-minute sessions in pairs) and are informed (plenary session) about the *Mobility Scouts* project and the issue of age-friendly environments. Next participants choose one out of four round table conversations: 1. Encounters, 2. Art & Culture, 3. Urban planning, 4. Well-being & Care services (or other issues at stake). Participants write their dreams, wishes and ideas on paper table cloths/posters on the wall to be discussed in a dialogue facilitated by a chair. The results are presented in a plenary session. A form has been developed inviting participants to indicate in what way they would like to contribute: be informed about activities, implement an idea, join a project, place their network at disposal.

Project partners are (older) inhabitants of Zutphen, housing corporations, district managers of the municipality, volunteers and professionals of social care/welfare organisations. In two districts

inhabitants and a tenant's association requested *Mobility Scouts* to help organise a public workshop in order to raise awareness and engage older inhabitants in creating age-friendly neighbourhoods.

Projects still in an exploratory phase – yet to be implemented

- Duo-bike/Bicycle-taxi: the idea is that availability of a bike could be an attractive alternative means of transport for older people. Instead of going by bus or taxi which is often more expensive and inconvenient for older people.
- 'The voice of older people': engaging older people in 'De Hoven' district in the development of a multifunctional centre. This community centre is yet to be built and the project idea is to involve older people as future users and ask what services and activities they wish for.
- An inventory of meeting places in the city and a (long-term) plan to fill the gaps by setting up small-scale meeting places and communal (neighbourhood) gardens in vacant public housing. The idea is to turn vacant social housing – often only used during 'office hours' – into meeting places and neighbourhood (vegetable) gardens in every district of Zutphen.
- Engaging older inhabitants in an urban development project aimed at revitalising the historic inner-city district 'Klein Vaticaan' (Little Vatican) characterised by 2 churches, a synagogue, a mosque, the former St Elisabeth residential home and 3 schools).

Sample tools for the Introduction Event

NAME OF ACTIVITY	Interview with a partner
OBJECTIVES	Get to know each other, introduction of participants; check experiences with volunteer work and participation processes.
MATERIAL NEEDED	• Pens • A4-profile-template for each person (see below) • pin board
HOW TO RUN THE ACTIVITY	Participants get together in pairs. They get to know each other with the help of prepared questions to establish a profile and fill in a template about each other. After the exploration phase they introduce each other in plenary and pin the profile on the pin board. The introduced person can comment or add information if needed.
DURATION	40 minutes: 10 min. in pairs, 2 min./person in plenary (15 people > 30 min.)
VISUAL AID	

SCHUHGRÖSSE:

STERNZEICHEN:

LIEBLINGSAUTOR/IN:

LIEBLINGSMUSIK:

AKTUELLER/
EHEMALIGER BERUF:

ERFAHRUNG(EN)
MIT FREIWILLIGEN
TÄTIGKEITEN, MIT
BETEILIGUNGSPROZESSEN:

NAME OF ACTIVITY	Dialogue on Growing Older
OBJECTIVES	Get to know each other by sharing thoughts on growing older.
MATERIAL NEEDED	Flip over sheet and marker or digital presentation and screen
HOW TO RUN THE ACTIVITY	Write down 2 questions: • What is the impact of your living environment on your well-being, at this moment? • Imagine yourself being very old. What can you say about the impact of your living environment on your well-being at this age? What do you want it to be? • Ask participants to take 2 minutes to think about these questions. Then, ask them to share their thoughts with someone else • Optional: write it down for yourself
DURATION	10 minutes
TIPS & TRICKS FOR TRAINERS	Some personal matters could come across. Make sure that everyone feels comfortable enough to share. Set some ground rules, if you think it is necessary.

NAME OF ACTIVITY	Ball-Bearing
OBJECTIVES	Get to know each other, talk to various people in the group
MATERIAL NEEDED	Chairs, flip chart with questions prepared by the trainer
HOW TO RUN THE ACTIVITY	Participants build an inner and an outer circle with chairs, so that each person sits in front of another person. The trainer asks the first questions. Pairs (people who face each other) have two minutes to discuss the question. Then people in the outer circle move one chair to their right. The trainer asks the second question. Again, the new pair has two minutes for discussion. The outer circle continues to move until they meet their first partner again.
DURATION	30 minutes (2 min. per pair)

NAME OF ACTIVITY	Identity Circle

OBJECTIVES	Making an identity circle is a perfect way of getting to know each other. It can be used as a tool for the introduction workshop but also to investigate how people think about their living environment. It is a way to reveal what is important to you and who you are.

MATERIAL NEEDED	• Paper (A4) • Worksheet 'identity circle' • Pens, pencils, markers

|	

HOW TO RUN THE ACTIVITY	1. Explain the aims of this activity: what are you going to do and why?
	2. Each person starts listing all the things they find important in their life or in their living environment. The next questions can help find these aspects which determine their identity.
	   - Where do you live?
	   - Why did you come here?
	   - Were you born here?
	   - Have you lived anywhere else? Where?
	   - In what way do you feel connected to this city/village/neighbourhood? Why?
	   - Are you content, living here? Why?
	   - Do you feel safe in this environment? Why?
	   - Do you feel at home here? Why?
	   - What are pleasant spots in this environment? What is unpleasant?
	   - Do you know many people? How are you connected to them (friend, family, acquaintance)?
	   - What keeps you occupied here?
	
	NB: you can change the questions, if the aim of making this identity circle is different. For example: if you want to get to know each other, you can ask questions about family, work, hobbies in a more general way.
	
	3. The answers to the questions asked, determine your identity. Now, you can put all these aspects in a circle, like slices of a pie. An aspect you find very important or of great influence is drawn as a big slice, other aspects with less meaning are smaller slices. You can draw or write, whatever you like.
	4. Get into pairs and share thoughts and switch after 10 minutes. Or hang all the identity circles on the wall and invite everyone to look and share.

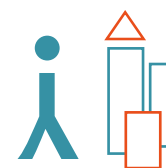| DURATION	1 hour
TIPS & TRICKS FOR TRAINERS	Ask participants if they feel comfortable sharing this information. Sometimes it gets quite personal. Some people find it difficult to draw the aspects in a circle. If another shape fits better, that is okay. The aim is to think about yourself and reveal what matters to you.

VISUAL AIDS
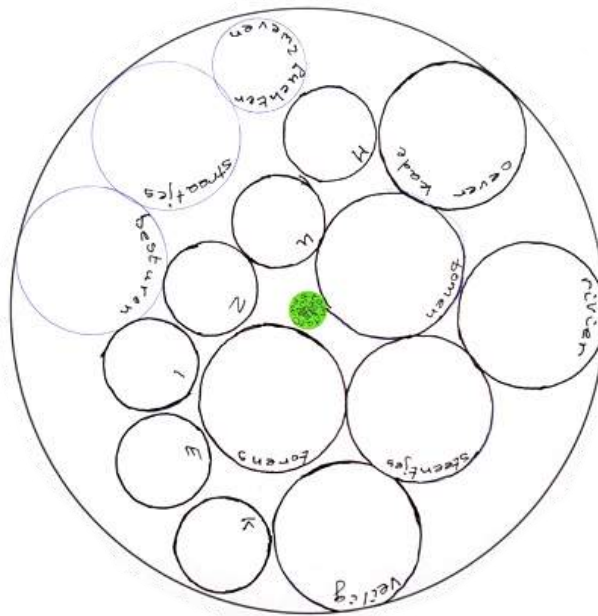
Sample tools for Thematic Workshops

NAME OF ACTIVITY	Features of age-friendly cities: how age-friendly is your home city?
OBJECTIVES	The checklist Essential Features of Age-friendly cities developed by WHO* introduces the key domains for measuring age-friendliness. The checklist will stir up the reflections of the participants about the age-friendliness of their city environment and help to identify the issues that require solutions
MATERIAL NEEDED	• Copies of WHO checklist • prepared flip chart (see figure below)
HOW TO RUN THE ACTIVITY	1. Hand out the WHO checklist for participants to go through and ask them to mark the two most important issues for them from each domain. 2. Pick two people per domain and ask them about the issues they have selected, put them on the prepared flip chart and ask the group for comments regarding the situation in Vienna.
DURATION	30 minutes (10 minutes for picking import issues, 20 minutes for discussion)
TIPS & TRICKS	*The checklist can be downloaded from here *http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf*

NAME OF ACTIVITY	Sparking off ideas, find a team along ideas
OBJECTIVES	Participants should start thinking of concrete ideas for their projects and find other people who want to work on the same idea and project.
MATERIAL NEEDED	Pin board; presentation cards for idea brainstorming; cards to designate categories; green/yellow/orange cards for prioritisation levels
HOW TO RUN THE ACTIVITY	1. (15 min.) Participants have some time to brainstorm about ideas they want to work on as Mobility Scouts. They are asked to capture their idea with just a few notes on a presentation card: on the front side they write down a meaningful keyword representing the idea. On the backside they describe the idea in max. 3 sentences, they define a target group (with…, for…) and write down their name. 2. (60 min.) After the individual work, each person presents their idea(s) in plenary and relates it to one category of possible roles for Mobility Scouts. At the end, all the presented ideas are clustered according to different Mobility Scouts' roles. 3. The trainer documents all the ideas and sends the documentation to the participants. As a homework assignment people are asked to think about the ideas presented, choose three of them (if they have another idea at home, they can consider it as well) and rank them in order of priority (1st choice, 2nd choice, 3rd choice). 4. (30 min.) In the next workshop each person writes down the keyword of the selected ideas on a green, yellow or orange card (respective to their prioritisation level) and presents it to the group. 5. (30 min.) Since everybody now knows the favoured project ideas of everybody else, people are asked to cluster along ideas and find team members. This is done in an informal setting during a break. Thus, people can get into conversation more easily and check out different potential team members. 6. (15 min.) After the break and conversation time, teams are fixed with the help of the trainer.

DURATION	• First part (brainstorming): 75 minutes • Second part (finding a team): 75 minutes
TIPS & TRICKS FOR TRAINERS	• The activity is divided into two different workshop days so that people have more time to think about ideas they want to work on. • Project teams shouldn't just be built along ideas, it also is important that team members get along well. That is why an informal setting (break) offers the possibility to 'check out' potential team members.

NAME OF ACTIVITY	Mapping obstacles to local age-friendly mobility
OBJECTIVES	This activity helps participants in mapping obstacles to age-friendly mobility as experienced and/or perceived in their daily lives, as well as in the daily life of their peers willing to contribute to the mapping.
MATERIAL NEEDED	• Note books; pens; flip chart. • Useful, if available: cameras to take pictures; computers with internet access.
HOW TO RUN THE ACTIVITY	1. Refresh Mobility Scouts concepts and elaborate on seniors as agents of change. 2. Ask each participant to introduce him/herself and present his/her suggestions for the mapping (5 minutes for each participant and suggestions collected on a flip chart). 3. Brainstorming on the suggestions collected and consensus on the specific areas to be mapped: identification of the possible cooperation with local authority staff to get their support for the mapping. 4. Task division for the mapping: who-does-what-by-when. 5. Agreement on next steps and meetings to discuss and finalise the mapping and its results.
DURATION	3 hours, with a 15-minute break in-between.
TIPS & TRICKS FOR TRAINERS	Make it clear that what we are doing is for the empowerment of senior citizens and the potential improvement of daily life in the local municipality.

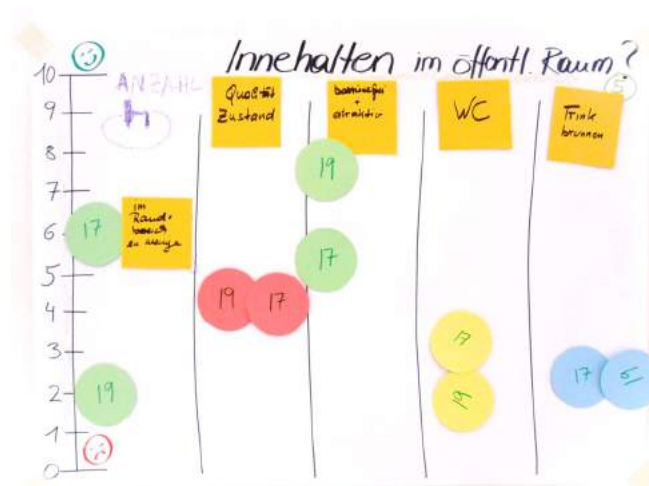| NAME OF ACTIVITY	Proposing solutions for local age-friendly mobility
OBJECTIVES	This activity helps participants in elaborating solutions to the obstacles to the mapped age-friendly mobility obstacles and to have senior citizens actively advocating for their mobility welfare and upgrading with local decision-makers.
MATERIAL NEEDED	• Note books; pens; flip chart. • Useful, if available: computers to draft the policy recommendations.
HOW TO RUN THE ACTIVITY	1. Summarise, in plenary, the main identified and documented obstacles. Brainstorming, in plenary, on 2 possible solutions for each identified obstacle. 2. Split into smaller groups with each group considering 3 obstacles and elaborating 2 possible solutions each, on the basis of the inputs received during the previous plenary session. 3. Reconvene in plenary with each group reporting back, for maximum 10 minutes, the identified proposed solutions. 4. Consensus on the agreed proposed solutions. 5. Drafting of the policy recommendations for the local decision-makers and follow-up task division.
DURATION	3 hours, with a 15-minute break in between.
TIPS & TRICKS FOR TRAINERS	Share best practice/success story examples to show that it is possible for citizens to impact on decision-making. Summarise proposed solutions as policy recommendations to be shared with local decision-makers.

Sample tools for Thematic Workshops

NAME OF ACTIVITY	Feedback manikin

OBJECTIVES	A. Getting to know the participants and their personal project ideas B. Short feedback rounds in the project or working groups to clarify open questions
MATERIAL NEEDED	• Prepared feedback manikin • Feedback questions (more or less complex; depending on the time of implementation) • Paper, Pens
HOW TO RUN THE ACTIVITY	The participants get together in groups and receive a prepared feedback manikin on which the questions to be answered are listed. The members of the group discuss the questions and document the results. The results do not have to be presented in plenary. A. If the exercise is only used at the beginning of a project, it helps the participants to exchange individual views and personal priorities and to identify similarities and differences. B. With regular repetition of the exercise, questions can be adjusted and successively address more complex aspects of the project. This gives the participants the opportunity to clarify the relevant questions in a constant exchange and to find a common line.
DURATION	30 minutes
TIPS & TRICKS FOR TRAINERS	• Use thick cardboard for the feedback manikin and laminate it so that it can be used again. • Keep the design. This provides a recognition effect that saves unnecessary explanations and time.

QUESTIONS OF THE EXAMPLE MANIKIN:
1. …
2. …
3. …

NAME OF ACTIVITY	City - Brainstorm

|	
OBJECTIVES	Getting to know the characteristics of the city as a 'working area'. Everyone has a different connection with the area, but we all want to implement our projects and make the city/country into an age-friendly environment. Sharing experiences, feelings, ideas and information brings out a broader perspective on the working area and new ideas on how to sort with it.
MATERIAL NEEDED	Flip chart and markers
HOW TO RUN THE ACTIVITY	• Write down the name of the city/district that you are working in and where Mobility Scouts will implement their ideas and projects. • Ask every participant to associate: what pops into their mind when they think of this location? • Pick a marker in a different colour and highlight words that belong together. Like aspects of nature, characteristics of people, historical matters or political matters. • On another sheet: summarise these words or aspects in one sentence.
DURATION	15–25 minutes
TIPS & TRICKS FOR TRAINERS	It is important that answers are not discussed. Questions such as 'what do you mean by that?' can be asked Keep up the speed and ask participants to stick to the point.
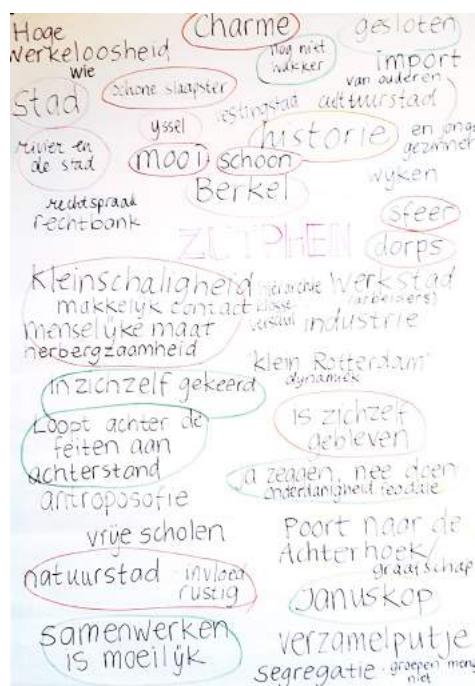
NAME OF ACTIVITY	Innovation Spiral

OBJECTIVES

The Innovation Spiral is a tool which gives insight into what phase an idea or project is. The spiral consists of 7 phases and each phase follows the previous phase. What actions are necessary in your project to take it to the next level? It is important not to go too fast. This tool helps you to do the right things, at the right time.

The Innovation Spiral is developed by the platform *www.allesoversport.nl* (all about sports) for professionals in healthcare, sports and neighbourhood welfare.

MATERIAL NEEDED

- Innovation Spiral (image)
- worksheet with questions
- paper, pens, pencils

HOW TO RUN THE ACTIVITY

1. Introduce the Innovation Spiral starts by explaining the aim of using it. It is important to be aware of what phase your idea is in so you can take the right steps forward. Is your idea 'just an idea?' or do you already have co-creators/a working group? In that case, you are in phase 2 or 3.
2. Read the characteristics of each phase
   - Just an idea – you have an idea because you experience a problem or challenge.
   - Inspiration – find others who experience the same and want it to change. This is the 'initiative group'. There is a lot of energy in this group.
   - Making a plan – The members of the initiative group make a plan containing tasks and roles. The group thinks about who is missing, what energy or role is not available in this group.
   - Development – work it out, is it realistic? Can you implement this plan? Who do you need?
   - Realisation – the plan is carried out, things change and others notice a difference.
   - Dissemination – spread the word: make your impact visible: what has changed for the better? What is a success? Others want to be inspired.
   - Embedding – The change is permanent and embedded, for example in (local) organisations or policy.
   - Fill in the worksheet (next page). The worksheet consists of questions for each phase to ask yourself while working on an idea or project.

DURATION	Ongoing process. First introduction and working with the worksheet takes at least one hour.
TIPS & TRICKS FOR TRAINERS	Make sure participants stick to the questions, take them seriously and do not move too fast. Participants have to feel free to share ideas, particularly with people they do not yet now very well. Ideas may change during the process because of feedback, networking and cooperation, which is okay and realistic.

VISUAL AID

Worksheet Innovation Spiral – from 'just an idea' to a project

In which phase is your initiative?

_____

_____

What is needed now (knowledge, information)? Which questions do you want to answer?

_____

_____

Who can you inform about your idea? Who could be enthusiastic about this initiative? Are there people you don't know yet? How can you find them?

_____

_____

How are you going to find answers to the questions you asked yourself?

_____

_____

What is the first step you are going to take? And after that?

_____

NAME OF ACTIVITY	Concept development

OBJECTIVES	• Developing a project concept for better planning and implementation of future activities • Team-building

MATERIAL NEEDED	• Pens • Large posters (e. g. DIN A0) • Prepared W-Questions (e. g. Where to? What? As? When? By whom? With who?) (W-Questions may vary depending on the project)

HOW TO RUN THE ACTIVITY	The trainer explains the concept of the exercise and explains the three phases: 1) brainstorming and exchange, 2) documentation of the results and 3) presentation in plenary. Then the participants get together in their particular working groups and draft a project concept based on answers to the W-questions. The results are presented to the plenary and discussed.

DURATION	At least 1 hour

TIPS & TRICKS FOR TRAINERS	• Give the participants enough time, especially during the brainstorming phase. Not every member of a group is immediately ready to share their thoughts, or they need some time until they have thought it through. In this case, people feel pressured and the creative part of the exercise cannot unfold. Thus, good suggestions and comments may get lost. • A quick and easy recording of the results is possible via a smartphone camera.

NAME OF ACTIVITY	Stakeholder mapping

OBJECTIVES

This activity helps participants identify the stakeholders that:
- can affect, positively or negatively, the success of an activity, a project, a plan.
- may be affected by an activity, a project, a plan.

Most of the times stakeholders are involved in activities that request their contributions without being paid. That's why we have to take them seriously and to optimize their experience!

MATERIAL NEEDED

Computer and video projector for presentation, coloured sticky notes, flip charts, pens and markers

HOW TO RUN THE ACTIVITY

1. Give a 5-slide presentation containing the stakeholder definition (with examples of real potential stakeholders familiar to the learners' audience), stakeholder management process (Identify – Analyse – Plan – Engage) and short explanation of each process step. *(10 minutes = 5 minutes for presentation + 5 minutes for answering questions)*
2. Draw the diagram of stakeholder categories (Fig. 1) on a flipchart or have a big size printout and ask the participants to identify specific subjects (name of organization, name of person) in each stakeholder category (relevant to Mobility Scouts topic) or other categories that participants may think of. The identified subjects shall be written on sticky notes and attached to the relevant category in the diagram. *(25 minutes = 5 minutes to explain the diagram, 10 minutes to list the subjects, 10 minutes for group discussion of identified subjects)*
3. Ask the participants to prioritize the stakeholders by their interest in the issue and power to help with it. Now sticky notes with identified specific subjects should be regrouped into stakeholder matrix (Fig. 2). *(25 minutes = 5 minutes for explanation of the task + 10 minutes to reflect on the interest and power of stakeholders + 10 minutes to group the sticky notes)*
4. Reflection about the identified stakeholders groups and selection of the target group for implementing the small project. *(10 minutes)*

DURATION

60 minutes for activities + 10 minutes for reflection

Stress the brainstorming aspect of the activity so that as many stakeholders as possible are identified in order to shortlist the most feasible stakeholders for the project. Ask the participants to search (at home) the organizations/institutions mentioned for actual people who could be contacted for further stakeholder engagement.

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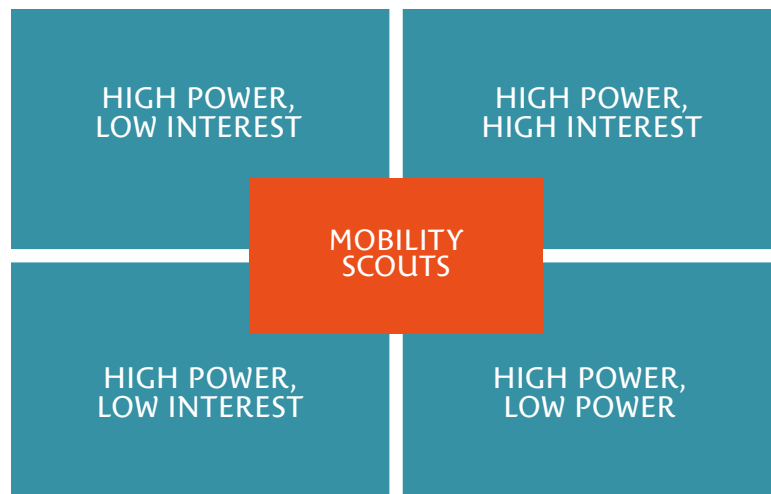

Figure 1: Stakeholder categories

Figure 2: Stakeholder matrix by interest and power

NAME OF ACTIVITY	Network Analysis

OBJECTIVES

This tool makes visible who you need in order to take your idea to the next level and make your project successful. What is the role of the people in your network? Do you have the knowledge, competence and characters together to reach your goal? Roles are users, suppliers, links and partners.

- A Network Analysis helps you to answer the next questions:
  Am I alone in this idea, or can I build up a network?
  What people are in my network, what is their contribution to the network?
- What is the target group?
  Which links are necessary to build this network?

You can use the network analysis together with the innovation spiral, but not before you have reached phase 3.

Both methods are developed by the platform *www.allesoversport.nl* (all about sports) for professionals in healthcare, sports and neighbourhood welfare.

MATERIAL NEEDED

Flip chart, markers

HOW TO RUN THE ACTIVITY

Every participant has his own sheet to work with.

1. Write down your project idea or initiative in the middle of the sheet, in a circle
2. Write down the names of all users (in a black circle) and suppliers (a blue circle).
3. Write down the names of links (green circle). Links are people who are connected to suppliers and users. Connect the circles of links with those of the suppliers and users they are linked to.
   Write down your partners, close to your initiative. A partner is someone who is working closely with you (workgroup, initiative group)
4. Maybe you can complement your network by discussing it with the other participants. Who is missing in your network, what connections have to be made? Do the others know links?
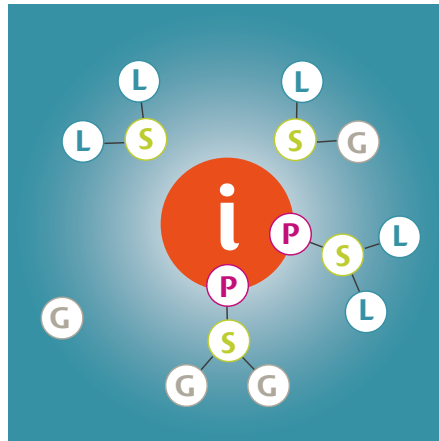
DURATION	30 minutes for individual network analysis 5–10 minutes for every individual network discussion
TIPS & TRICKS FOR TRAINERS	Make sure participants only speak for a short time, only share relevant information.
VISUAL AID	

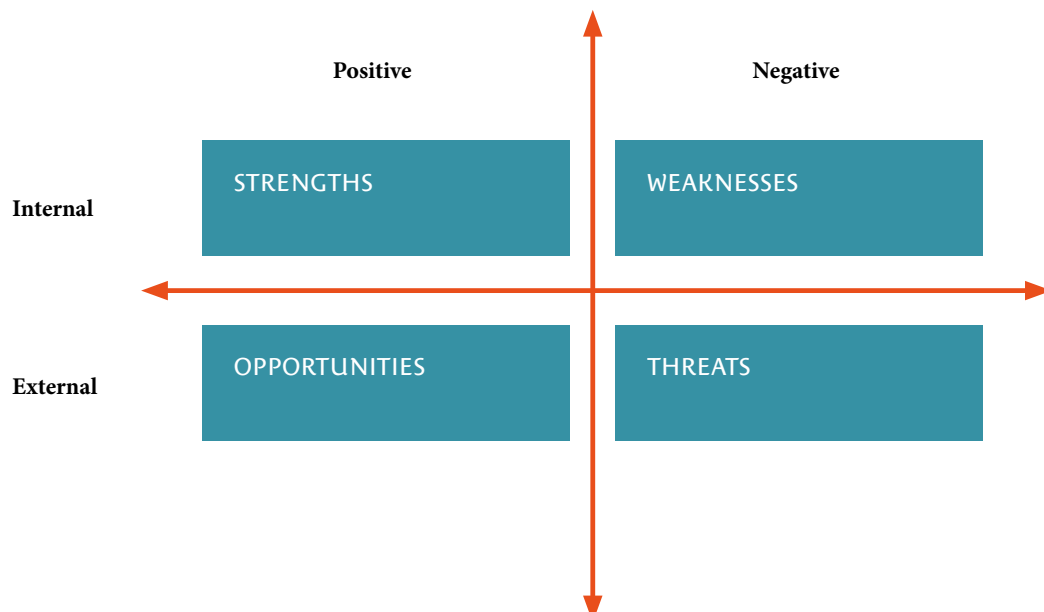based on *www.allesoversport.nl*

NAME OF ACTIVITY	SWOT analysis
OBJECTIVES	• Assessment of the strengths, weaknesses, opportunities and threats of the projects • Development of strategies to strengthen positive aspects and minimise negative aspects

| MATERIAL NEEDED	• Flip charts • Post-its for inputs and feedbacks Pens of different colours
HOW TO RUN THE ACTIVITY	Each project is assessed according to the following roster, either in individual small groups or in plenary: Post-its are placed in the sections they refer to and if necessary explained by who wrote them. The trainer facilitates a discussion about future steps to be taken.
DURATION	20-30 minutes per project

Sample tool for Reflection Workshop
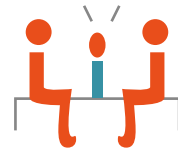
NAME OF ACTIVITY	Dark and light
OBJECTIVES	Express positive and negative impressions about the pilot project and show that small improvements after reflection can turn a bad experience into a positive one.
MATERIAL NEEDED	Candles and chairs
HOW TO RUN THE ACTIVITY	Ask the participants to reflect on details of their pilot project. Explain that we usually experience both good and bad things. Sometimes bad experiences need a little improvement to become a good experience. Have all the participants sit in a circle with lit candles. The facilitator shares a dark part (or feeling) of (about) the experience and blows out his/her candle. The next person shares a bad experience and blows the candle until the room is dark. The facilitator lights his/her candle and shares a happy moment (or something that can be improved after the analysis of lessons learned). The facilitator lights the candle of the person sitting next to him/her with his/her candle. That person has to share a positive experience and light the candle of the person next to him/her. Slowly the room becomes light.
DURATION	30 minutes: (12 people x 2 min.)