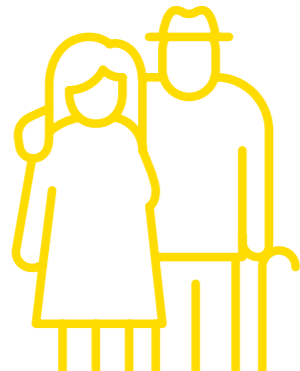


**Duration**Project start date:
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1.909.708 EURERDF grant:
1.623.251 EUR

Project partners



CITTÀ DI TREVISO

City of Treviso,
Italy**ISRAA**
Istituto per Servizi di Ricovero
e Assistenza agli AnzianiInstitute for Seniors
Care and RetirementCentral European
InitiativeUniversity of Grenoble
AlpesProfessional network
of home care service
providers in French
Region of Provence-
Alpes-Cote-d'AzurDistrict Office of
Tuebingen CountyAnton Trstenjak
Institute for
Gerontology and
Intergenerational
Relations

Municipality of Žiri

Centre for Social
Innovation GmbHUniversity of
Tuebingen**LESSONS LEARNED AND TIPS****METHOD:** the TAAFE model is structured around a Step-by-step method, flexible and adjustable (see "NEGOTIATION") in order to build "TRUST" and assume the "CONCRETNESS" of the participative process. Method is the structural support of the whole process."**NEGOTIATION:** A transversal element to the TAAFE model, to be understood both as the negotiation implicit in each phase and as the adaptation of the participatory method to the specificity of the local context. It is the key approach to adopt if you want to manage the process. It is the strength of the model and synonymous with its flexibility.**TIME:** The implementation of TAAFE method may require variable timeframes, influenced by the social and cultural context, by (non) familiarity with the participatory methodology as a decision-making tool and by the agenda of each partner involved. The impact on time resulting from its adaptation to the local dimension is a variable to be taken into account when implementing it.**TRUST:** Trust in the TRIO, in the working group and in the participative process is fundamental to ensuring participants' engagement and commitment. Trust is the important investment that participants make when deciding to take part in the process, but it is primarily an outcome to be pursued through transparency on the method, phases, objectives, and through listening and welcoming.**CONCRETENESS:** Finding a balance between discussion and action in the participatory methodology is core to maintaining the interest and engagement of participants. It is also necessary to set a concrete and achievable goal while planning, in order to be sure of reaching it. This is fundamental to consolidate the participants' commitment, and see the results of their efforts. Choosing one or more concrete, feasible but highly significant objective is core to guarantee satisfaction and commitment and obtaining a tangible result, thus triggering a virtuous circle.**IMPACT:** The evaluation is a key element of a participatory model, and it should be planned and agreed upon from the very beginning of the process. A multi-level, multi-stakeholders and multidimensional approach in measuring the impact can guarantee sustainability to age-friendly strategies and actions.**SUSTAINABILITY and UPSCALING:** The sustainability of the launched services/initiatives and TAAFE model at local level, and upscaling it at the regional level are core elements of the TAAFE project in order to enhance age-friendliness in the Alpine Space. To promote sustainability at local level, it is crucial to lean on stakeholders' interest toward the identified priorities and the relevant actions, as well as build trust and satisfaction. Upscaling at regional level should be reached through raising awareness of the Age-Friendly-Environments approach and regular updates on the TAAFE model local implementation through structured meetings with key policy-makers and other decision-makers to observe its dynamic and results.**Inspired by the WHO Age-friendly cities and communities program, TAAFE project tested the efficacy of the TAAFE Model in supporting municipalities and local authorities to become more age-friendly by creating a new service (or improving an existing one) for older adults and communities through a co-creation-oriented participative approach. TAAFE Model has been tested into five Alpine Space countries: Austria, France, Germany, Italy and Slovenia.**

It is based on the joint work of a Trio - composed of older person(s), employee(s) of the public administration and methodological facilitator(s)- as the engine of the process, and a research-

consulting-working group called Local Action Group, made up of people with different experiences, ages, professional and educational backgrounds. Trio and Local Action Group collaborate to identify one (or more) priority considered locally relevant to improve age-friendliness and to plan and take action in order to answer it.

TAAFE Model is set on three principles: participation, intended as the constant attention to older adults' inclusion during all stages of the participative process; a gradual and systematic approach, meaning a step-by step method adopted along implementation phases; concreteness, i.e. working on pragmatic and achievable priority tasks.

TAAFE
Towards an Alpine
Age-Friendly Environmentwww.alpine-space.eu/projects/taafeThis project is co-financed by the
European Union via Interreg Alpine Space

The TAAFE project aims at promoting the adoption of an age-friendly approach in the field of local policies in order to encourage active and responsible participation of older citizens.

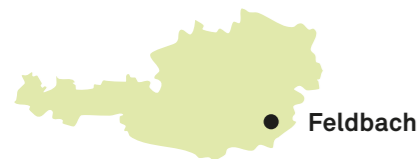
www.alpine-space.eu/projects/taafe

AUSTRIA

The Pilot in Austria deals with the topic “Health awareness - staying flexible and healthy” - “Active together”. The activities aim at fostering older people active aging and social inclusion. The contribution of older people to the development of the community is an important building block for developing age-friendliness. So far, in Feldbach (Styria) there are no sustainable structures to anchor this kind of participation or co-creation process.

The local action group developed a hiking guide for age-friendly walks and hikes in the area around Feldbach, paying attention also to people with reduced mobility, health issues or small children while considering the path conditions.

Older people in the community volunteered as hiking guides, and guided tours for each of the selected hiking trails will be organized each month. In addition, a sign with mobility exercises will be placed at the local motoric park, showing older people how to perform the physical exercises, also with the intention of motivating others to participate and enabling intergenerational encounters.



Through these actions older people will have the chance to meet each other on regularly basis, while health and communication will be promoted and enhanced. The sign and the brochure will help to make the work and life of the older people in the community visible.

FRANCE

Digital exclusion is an aggravating factor of social isolation for seniors. The priority chosen for the implementation in the French pilot site is therefore digital inclusion. The question of seniors’ “digital autonomy” covers a wide range of issues: access to rights, dematerialization of services (administrative, health, etc.), access to equipment, home care, leisure, and travel. The challenge of the pilot action at local level is to respond to the problem



of digital exclusion by being part of a participative dynamic, aiming to increase the digital autonomy of seniors. The focus groups are a tool to create and reinforce a collective spirit that focuses on social connection and digital support.

The stakeholders involved are the national association Les Petits Frères des Pauvres, who works with vulnerable isolated older persons, and the national association Emmaüs Connect, who will help to implement the action.

The implemented actions are the creation of a new service, offering a regular digital support for seniors, and the training of volunteers, who will offer individual and collective digital support to seniors. The main goal of the training and the new service is to help seniors, volunteers and social workers to have access to digital services with a specific focus on health and administrative domains.

Offering these services will prevent the “hard to reach” people to be even more excluded, by providing digital support with the aim to be more autonomous and to better take part in the society and create a basis for dissemination toward a wider public.



GERMANY

The chosen priority in Mössingen is communication. Here, a wide variety of ideas and creative solutions were taken up and implemented in co-creative processes. The communication channels and structures are being analysed, evaluated, and relaunched. Furthermore, other key issues on the topics of mobility and housing are being tackled.

Various actions, e.g. exhibitions, a program week with meeting places or workshops – restricted by Covid19 – contributed positively to further work on these topics. Out of the very active and dynamic local action group, with more than 25 engaged participants, working groups have been formed for current issues. In addition to this thematic engagement and activities on the local level, another very important part is the continuous and repeated circular reflexive review and evaluation of internal

processes, which mirror implementation and participation processes. Through different formats and methods these aspects are also promoted for a sustainable implementation of participatory processes and sustainable structures.

The joint successful efforts, which are also based on the result of excellent cooperation between the highly committed partners, the engaged administration staff and strong support from political levels, continuously raise a great interest from public. Finally, we would like to thank all stakeholders and partners - at all level - for their successful and forward-looking cooperation.

ITALY

In Treviso Municipality, the necessity for guidance to access and use digital services emerged as the main priority. There was however an equally strong desire to foster intergenerational knowledge exchange opportunities.

Services digitalization, in particular health-related ones, has been going on for some

years now, but has recently strongly accelerated partly due to the spread of Covid-19. Consequently, citizens, especially older adults, had to face the many challenges of this process in their daily lives. Moreover, according to the citizens consulted, occasions for the different generations to meet and get to know each other were lacking in Treviso.

Based on such results, the TRIO and the LAG discussed how to provide an adequate response. The presence of a secondary school and five presidents of local seniors’ clubs as main actors in the LAG, led the working group to a twofold proposal: prepare a guide and video tutorials containing instructions on how to access some of the most requested services, and set up students-run digital services support desks hosted by seniors’ club.



These actions were carried out successfully and with great satisfaction for all people involved. The digital support service is now active in the municipality,

creating moments for young and old to meet each other. Such initiative has shown useful in coping with service digitalization and resulted particularly effective in encouraging proximity, dialogue, and reciprocity.

SLOVENIA

Since a home for the elderly is currently under construction in Žiri, the first priority is to integrate it well into the community. The long-term goal is to ensure that this home becomes the municipality integrated care centre. In the short term, however, the aim is to make sure that the home “lives” with the community and that different groups can be involved in its life - from voluntary to intergenerational, which could encourage acceptance of old age in society. To achieve this, the local action group organized several meetings with representatives of *SeneCura* - the investor of the home for the elderly.

The second priority is to establish and support sustainable age-friendly volunteering. Well-organized volunteering can strengthen feelings of belonging and solidarity in the community. In addition to providing help to those in need, volunteering can enable personal development and quality ageing for those who choose to do it. As



a part of the TAAFE project, well-attended training of volunteers for quality ageing and intergenerational cooperation took place.

The third priority is to support family carers and offer them knowledge in caring for their older family members. In Slovenia, one person out of ten provides care for sick or disabled relatives, and many people do not have the knowledge nor the skills for this task. Therefore, the course “Family care for an elderly relative” was organized, where family members got information and learned skills to make it easier for them to care for their loved ones in the home environment.

The last priority, connecting all the previous ones, is to inform the elderly about events, activities and services; for this purpose, interesting articles are regularly published in the Age-friendly municipality section of the local newspaper.

The biggest challenge was maintaining activities during the Covid-19, as working with volunteers and organizing courses and trainings was difficult. In the end, most of the planned activities were carried out bringing positive and tangible results.