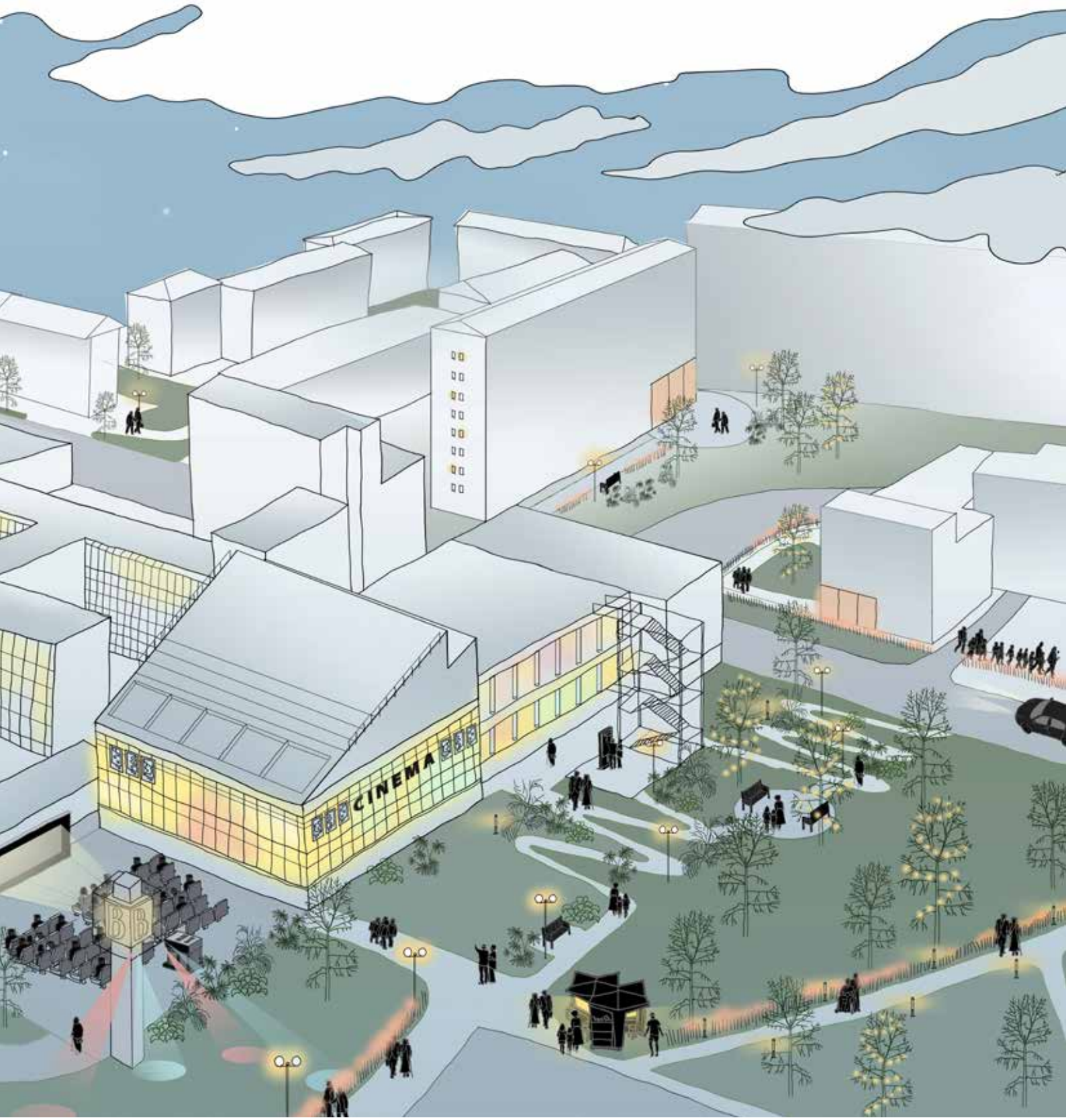
Shaping Ageing Neighbourhoods

MILAN | GALLARATESE



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Fondazione Housing Sociale

ARUP

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Introduction

A defining feature of the 21st century is how much longer many of us are living. A growing awareness of this and of the fact that wellbeing should be at the center of our projects has lead our urban planners to focus their research on defining and designing age friendly cities. Places which address the needs of the elderly citizens and simultaneously generate significant benefits for residents of all ages. Great places to grow up and grow old.

This paper is the result of field research in the Gallaratese neighbourhood of Milan. It is based on a framework explored by Arup in a previous study in 2015, named *Shaping Ageing Cities: 10 European case studies.* The report published in 2015 identified four lenses Society, Mobility, Built and Digital environment, and 25 indicative questions that urban leaders and practitioners should investigate. Starting from that basis, we updated the literature review, tested the results through direct field work, and refined the framework.

Shaping Ageing Neighbourhoods. Milan Gallaratese introduces an age-friendly approach to influence and design urban environments in ways that respect, protect and fulfil our rights in older age. The research establishes an analytical framework, defines 12 age-friendly goals and assessment parameters, and sets a benchmark of interventions. It creates a collaborative process with the fundamental activities - Interact, Assess, Compare, and Design - to identify opportunities and work on action plans, with public or private stakeholders, and local inhabitants. The activities, the relative methods, and findings are described in the four main chapters of the research.

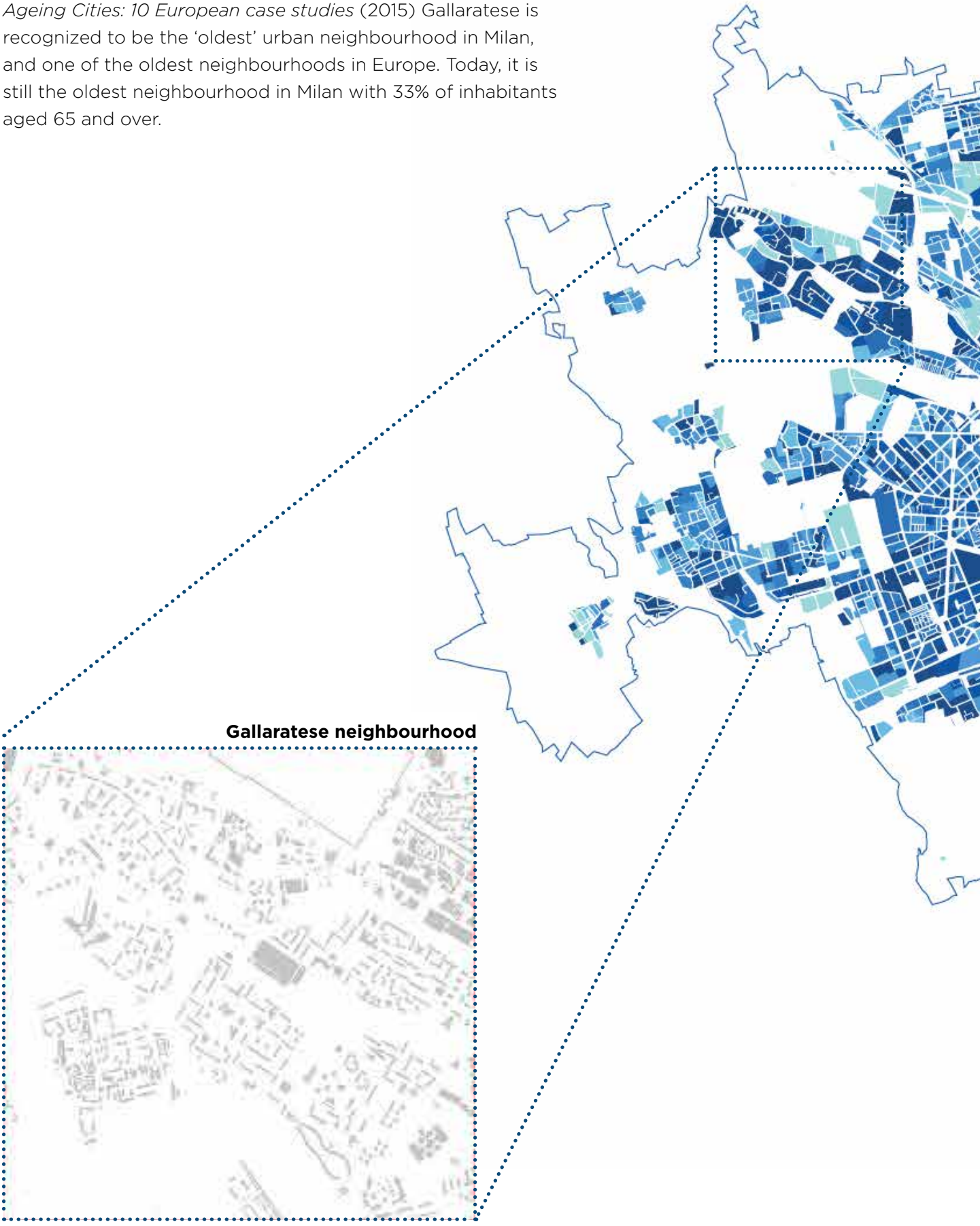
The process, experimented in Gallaratese, is intended to be applicable to other neighbourhoods accross the globe. Neighbourhoods have a direct impact on our lives. Everyday experiences are influenced by the spaces around us, by social encounters and opportunities to interact. They are the living cells on which to intervene in cities encouraging the participation of local communities. All urban inhabitants but partially children and older adults, who spend a great part of the day in our neighbourhoods, would benefit from targeted, integrated, and collaborative projects.

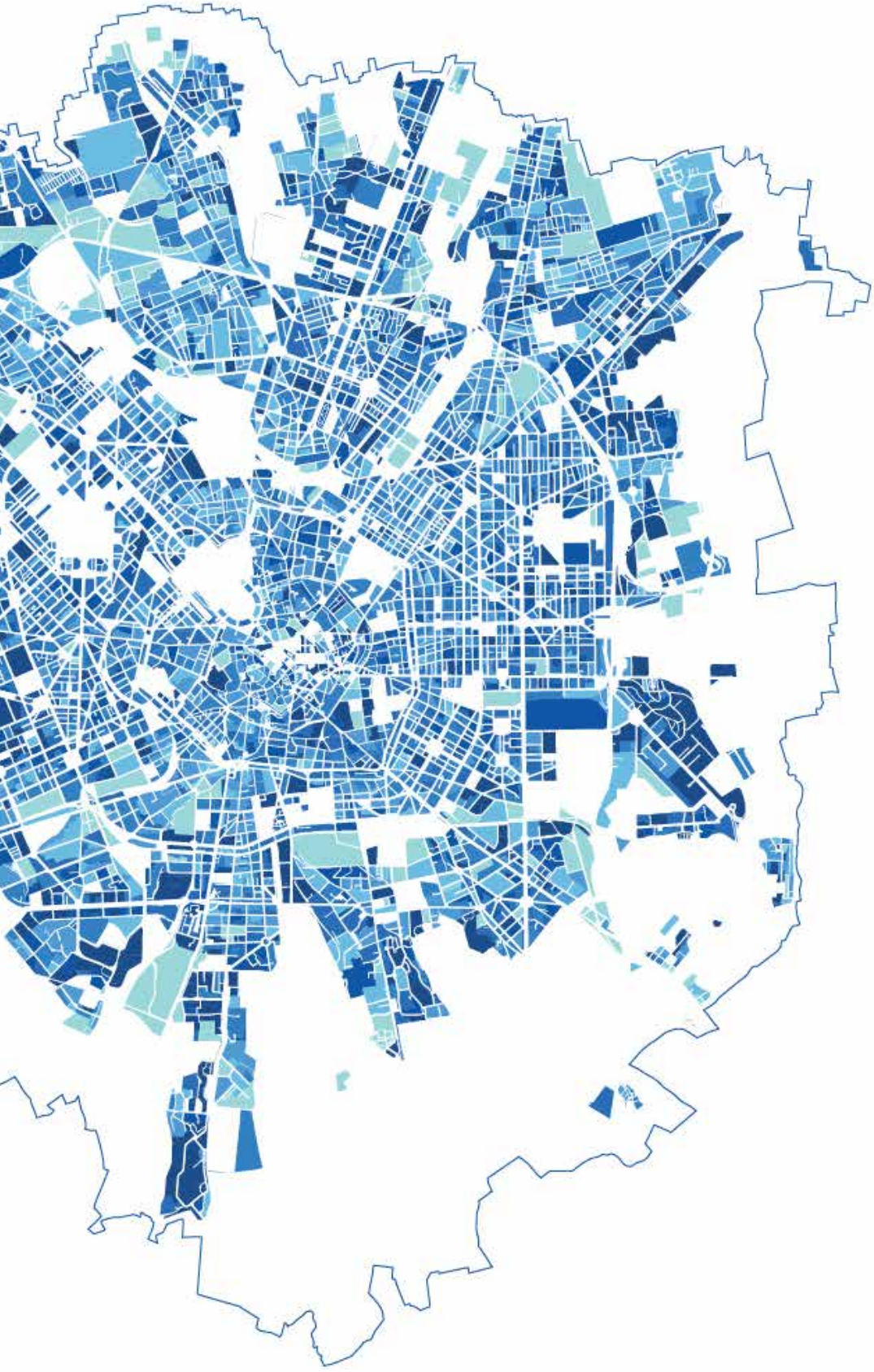
Shaping Ageing Cities: 10 European case studies

Published in 2015 by Arup, HelpAge International, Intel, Systematica

Gallaratese: Milan's 'oldest' neighbourhood

Gallaratese is Milan's 'oldest' neighbourhood. In *Shaping Ageing Cities: 10 European case studies* (2015) Gallaratese is recognized to be the 'oldest' urban neighbourhood in Milan, and one of the oldest neighbourhoods in Europe. Today, it is still the oldest neighbourhood in Milan with 33% of inhabitants aged 65 and over.





City of Milan
% population 65+

0 10 15 20 25 30 35 %

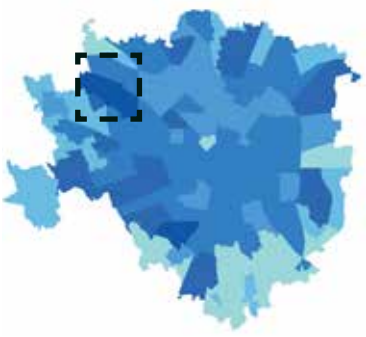
1 in 3

In the Gallaratese Neighbourhood 33% of the population is aged 65 and over.

Gallaratese is located in the north-west of Milan, and it was built between the 1960s and the 1980s with social housing estates made of high-rise towers and linear buildings, as a response to the city's post-war growing population, migration, and urbanization trends.

Originally, the majority of the apartment blocks were developed and managed by public bodies (Istituto Autonomo Case Popolari), and after 2 to 3 decades passed into the inhabitants' ownership with incremental repayments schemes.

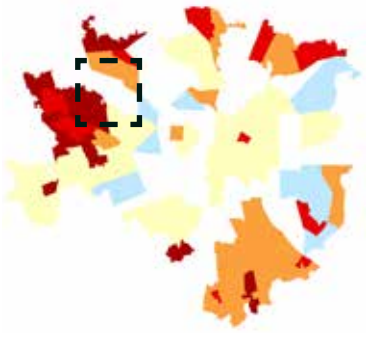
As a result of the multiple and scattered ownership, similarly to other developments of the same period, it was difficult for the local administration to promote changes and improvements.



% population 65+

0 10 15 20 25 30 35 %

a



% population change 65+

-50 -25 -15 -5 5 15 25 50 >50

b

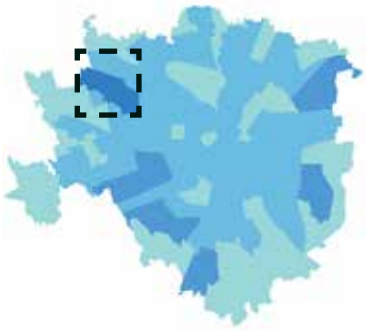
Sources:
a. Comune di Milano, 2017
b. Comune di Milano, 2007-2017

The ownership history is also reflected in the demographic structure of the district with a high percentage of older people. They have been living in the area since the second half of last century.

The urban grain in Gallaratese is designed with the typical approach of the economic boom that often hindered the quality of life in neighbourhoods. Generally, high-rise towers and linear blocks limit the variety of public or semi-public spaces and their permeability; wide streets designed for cars are not suitable for walking and cycling; public green areas are over-sized, and generate a sense of insecurity among vulnerable population groups.

1 in 5

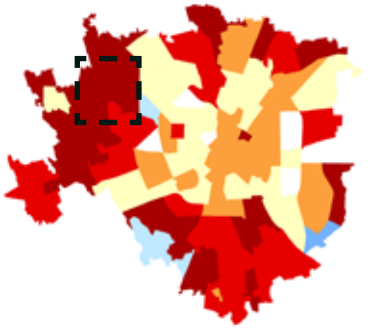
In the Gallaratese Neighbourhood 20% of the population is over 75 years old.



% population 75+

0 10 15 20 25 30 35 %

a



% population change 75+

-50 -25 -15 -5 5 15 25 50 >50

b

Sources:
a. Comune di Milano, 2017
b. Comune di Milano, 2007-2017

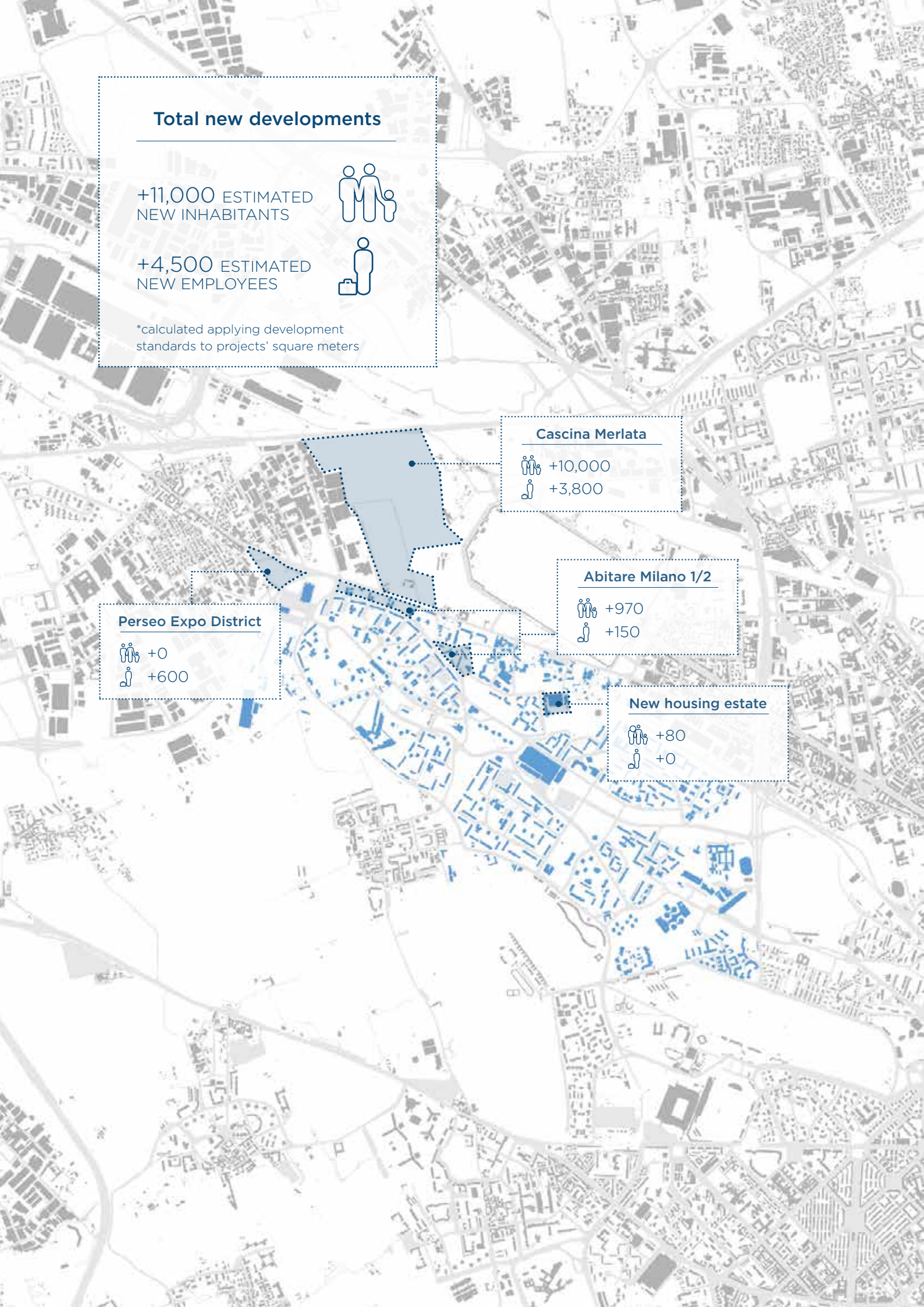
The importance of proximity and active fronts on the streets was disregarded at the time of development: almost all the commercial, administrative and cultural activities are concentrated in just one building – named the 'Bonola' shopping and community centre.

This has repercussions on the social networks in the area. Strong community bonds can be found among neighbours and families that live in the same buildings. Each tower or block works as a small community, but few networks are extended to the rest of the neighbourhood.

Today the area is experiencing a transitional period. Recently, Milan's population ageing figures are softening. The city is attracting young population – students and professionals both from Italy and abroad – and some neighbourhoods are recording rapid generational turnover rates.

Gallaratese remains Milan's district with the highest percentage of population 65 and over (33%), and 75 and over (20%). But developments in the area will change considerably the composition of the population. It can be estimated that there will be around 11,000 new inhabitants and 4,500 new employees.

The Cascina Merlata development will represent 80-90% of this demographic change. Its construction started before Expo 2015 with accommodation to host delegations and representatives from the countries, and is currently being completed.


Total new developments
+11,000 ESTIMATED NEW INHABITANTS
+4,500 ESTIMATED NEW EMPLOYEES
*calculated applying development standards to projects' square meters
Cascina Merlata
+10,000
+3,800
Abitare Milano 1/2
+970
+150
Perseo Expo District
+0
+600
New housing estate
+80
+0

I. Interact

Which is the most effective approach to working with a neighbourhood?

The research is based on an integrated approach, carried out by a multidisciplinary team with competencies on urban design, architecture, planning, transportation, and in close cooperation with local stakeholders.

The methodology was experimented and tested during the research. It includes desktop research and strongly integrates it with activities that engage the local community and different city-players. Informal interviews, a survey, and a workshop in the local Municipality were crucial tools to have an overall understanding of the area and how it is perceived by its older citizens.

Interaction with local community and city policy makers is an effective approach to work in a neighbourhood and it is a necessary activity to support the whole research process, in order to Assess, Compare and Design the neighbourhood.

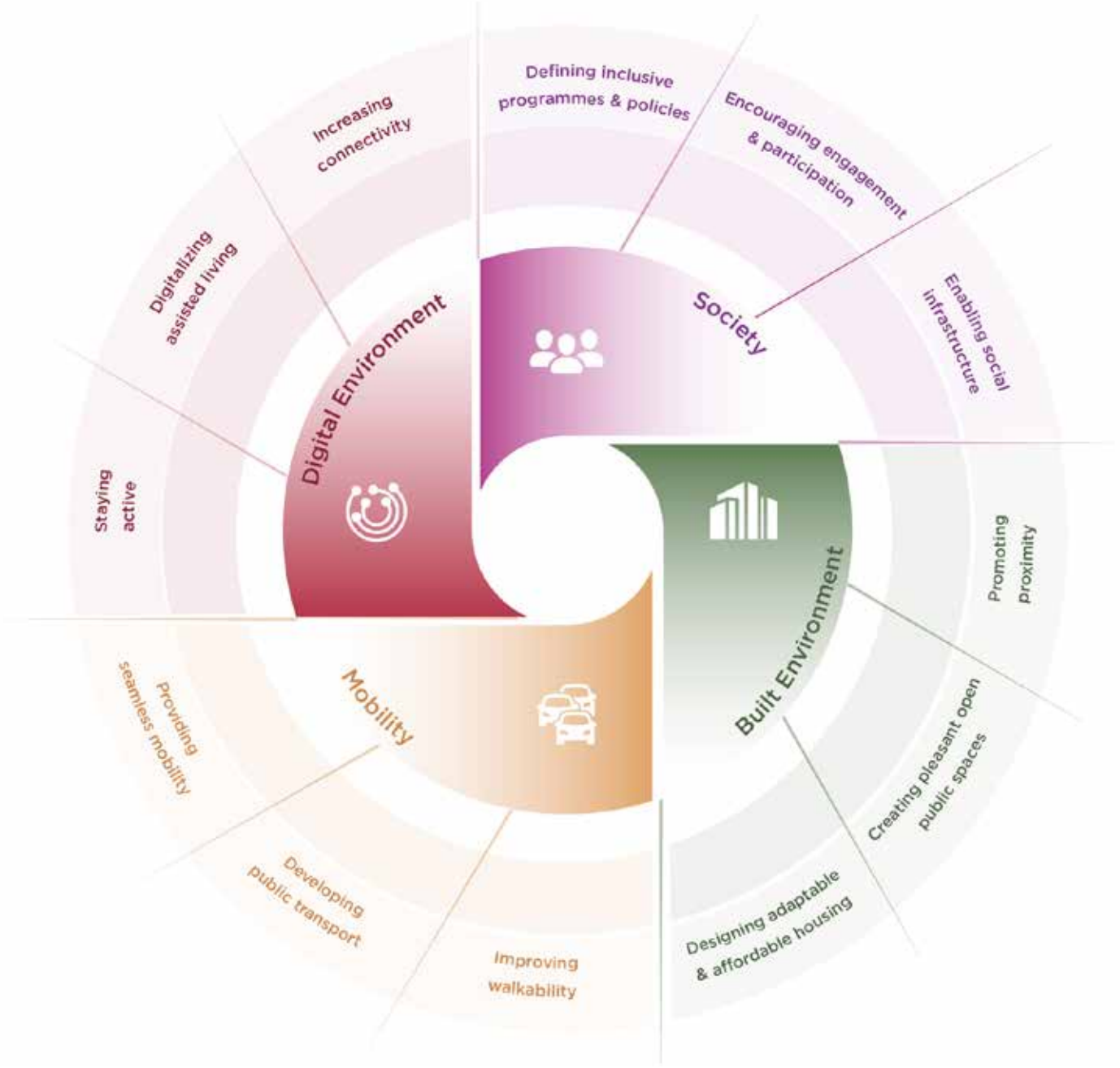
It requires a common framework to support and structure the discussion. In fact, one of the cutouts of the research is a framework to set main goals of an age-friendly neighbourhood and the parameters to evaluate it.

4

Research activities: interact, assess, compare and design.

400≈

Questionnaires collected in the neighbourhood.



THE FRAMEWORK

It is a tool that encourages the analysis and discussion among experts and people in relation to the quality of a neighbourhood and its level of age-friendliness.

A framework to Interact

The planning perspective adopted in this research focuses mainly on the ways to achieve a good quality of life and well-being for older people – and people of all ages – in urban environments.

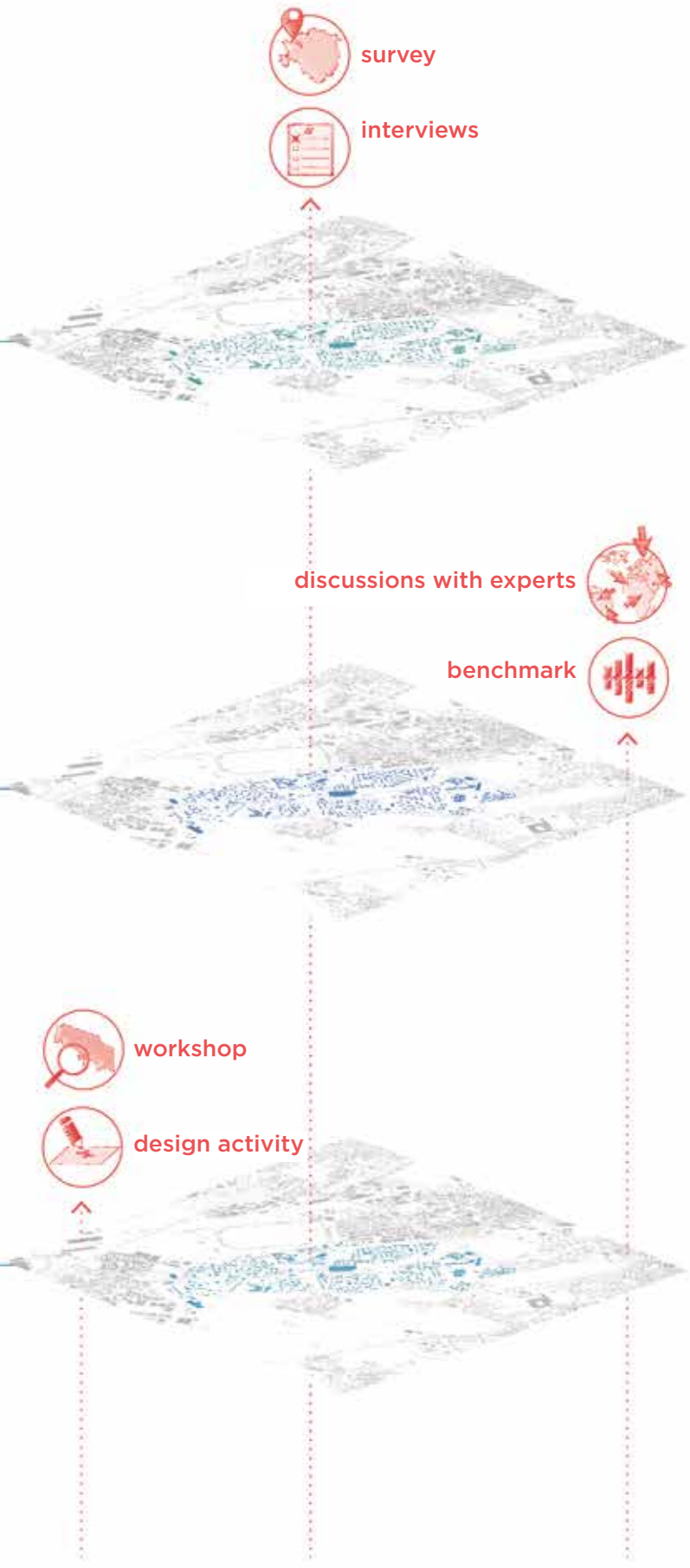
In 2015, the World Health Organization published a guide for measuring age-friendliness through indicators of different types: equity indicators to assess inequality; input/output/outcome indicators to understand the effectiveness of interventions and short term results; and indicators to measure the impact on wellbeing and quality of life. The guide is based on experiences from the Global Network of Age-friendly Cities and Communities established by the WHO in 2010.

In line with *Shaping Ageing Cities: 10 European case studies,* this framework is uses 4 lenses: Society, Mobility, Built and Digital environment. Throughout the research activities in Gallaratese, and with reference to the WHO guide, we identified **12 goals** (3 per each lens) and **36 parameters** (3 per each goal).

The 12 goals are as follows:

- **Society lens**: S.1) defining inclusive programmes and policies; S.2) enabling social infrastructure; S.3) encouraging engagement and participation.
- **Built environment lens**: BE.1) promoting proximity; BE.2) creating pleasant open spaces; BE.3) designing adaptable and affordable housing.
- **Mobility lens:** M.1) improving walkability; M.2) developing public transport; M.3) providing seamless mobility.
- **Digital environment lens:** D.1) increasing connectivity; D.2) staying active; D.3) digitalizing assisted living.

The framework tested on Gallaratese is designed to be applicable to different contexts.



ASSESS

neighbourhood's
correspondence to the **12 goals**
grouped in **4 lenses**

COMPARE

150 international experiences
to learn from the best practices
already activated

DESIGN

a set of **24 actions**
based on the indentification
of **8 opportunities** of intervention

INTERACT

the research team has chosen methods to
Interact with **local stakeholders** and **city players** to work in the area

PROCESS OF WORK

The timeline illustrates the activities undertaken by the research team.

A crosscutting activity

In order to make the method applicable in other contexts and other cities, the research team identified four main research activities, namely Interact, Assess, Compare and Design, to organize and structure the process and the findings.

Interaction is a crosscutting activity because it is beneficial to Assess, Compare, and Design. In fact, the research team has chosen methods to **Interact** with local stakeholders and city players, such as workshops, surveys or interviews, with the objective of building a deep narrative on the neighbourhood in a short time frame.

The methodology used to **Assess** the neighbourhood, to build a knowledge around the area and collect data, consisted a mix of informal interviews, a workshop with public and private stakeholders, an anonymous survey performed with the support of local stakeholders, and desktop research. The assessment results are organized according to the framework, using the parameters identified to measure the achievement of the 12 goals divided under the 4 lenses.

To **Compare** the age-friendliness of the neighbourhood with other neighbourhoods around the world the research team set a database of case studies. The database is structured according to the framework (4 lenses, 12 goals), and it is a living document, a catalogue that can always be updated with new case studies. The database is useful also to identify best practices and project samples with interaction processes. Discussions with experts informed the selection of case studies for Gallaratese.

To **Design** an age-friendly neighbourhood, identifying opportunities for the area, the research team organised a workshop with the Municipal Council. Around 25 key stakeholders participated, from the municipal offices and from civil society, among them was the President of the local Council. The workshop was useful to stimulate discussion in the Municipality, to enlighten some aspects concerning the needs of the older population, and to consider the possibilities for intergenerational interventions.

Interaction among city-players and local community engagement were fundamental throughout all research activities undertaken.

II. Assess

How to assess a neighborhood's capacity to foster inclusion and well-being of the older people?

The assessment was carried with information coming from a workshop, a survey, many institutional and public databases, and analysed under the 4 lenses, against the 12 goals, and with 36 parameters of the framework.

The anonymous survey was carried out on a sample of 370 people aged over 65 (over a total of 10,600 circa in Gallaratese). The sample covers 3.5% of the population that, considering a level of confidence of 95% would have a margin of error of 5% - the margin of error grows only for some of the parameters when considering smaller age groups (e.g. 65-75; 75-85; over 85 years old).

The survey was performed with the support of local stakeholders in places where senior people meet, such as sports, commercial, and aggregation centres, and other places related to no-profit associations.

This method provided detailed and sometimes unexpected data. Limits of the results of the survey are only related to poorly accurate answers, and to a consistent number of questionnaires that was collected at a sport centre compared to other places.

The workshop was organized in the neighbourhood's hall. Institutional representatives, key people of the local community, residents and social services providers participated. It was an occasion to detect strengths and weaknesses of the context.

The merge of these results through selected tools contributed to an overall picture that was the basis for choosing relevant case studies and highlighting opportunities and possible actions.

4

Lenses of analysis: Society, Built environment, Mobility, Digital environment.

12

Goals to satisfy in order to promote age-friendly communities and cities.

36

Parameters to evaluate the neighbourhood.

CEN
SCONTI

Society

This lens concerns people and communities, inhabitants and their networks, and their opportunities for interaction in the neighbourhood.

Therefore, an ageing-friendly neighbourhood should reflect older people's needs: does the neighbourhood ensure an adequate services supply? Does it promote strong relationships? Does it guarantee opportunities for participation in public life?

The study has set **3 goals** that should be met in order to develop spaces that are tailored to fit older people's needs:

1. **Defining inclusive programmes and policies.** Policies, systems, and programmes that construct the world around us should be designed to fulfil our rights without discrimination throughout our lives and into our older age. They should encourage strong linkages and relationships across older and younger generations, and across established and new communities, to build sustainable, prosperous and inclusive urban environments.

2. **Enabling social infrastructure.** The role of community social infrastructure, such as community centres and groups, libraries and leisure centres, in building prosperous and inclusive cities, should be estimated according to people's needs. Old age, in particular, can lead to difficulty in engaging in new or unconventional activities. However, the environment can challenge this.

3. **Encouraging engagement and participation.** A strong and active civil society should provide a clearer and more effective voice with which to challenge the systems and processes and deliver the benefits and opportunities that living in an increasingly urban world can provide. It should ensure that engagement and participation in processes and decision making, also of fragile age groups such as older people and children, will lead to change promoting renovated systems that can fulfil our rights.

Does Gallaratese satisfy these goals?

S.1 Defining Inclusive Policies

Which are the main policies, initiatives and programs for older people's inclusion?

Are there policies for both younger and older generations?

Are older inhabitants satisfied?

In order to evaluate the grade of inclusion of older people in the Gallaratese, the study focuses on the identification of the key social services located in the neighbourhood.

Then, the research is extended out of the neighbourhood boundaries and the study tries to identify the principal, municipal and regional initiatives already activated, to support older people, also considering the importance of intergenerational exchange.

Third, using the questionnaire, it is possible to evaluate the correspondence between the offer observed and the level of satisfaction expressed by the older people interviewed.

POLICIES AND INITIATIVES IN THE CITY (*websites listed at p.22):

COLLABORATIVE WELFARE

- Welfare in Action
- Neighbourhood's Doorman Service
- Connected Neighbourhoods

WELLBEING

- Remote assistance Service
- Network Service Alzheimer
- Caregiver Information Desk
- Integrated Homecare Assistance
- Social Service Desk

HOUSING

- Social Doorman and Caregiver
- Hosting a Student

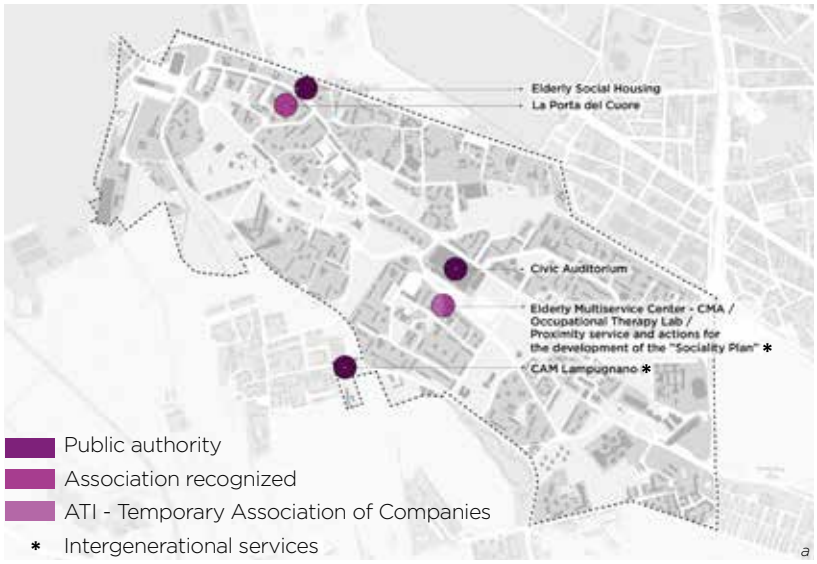
FREE TIME

- Socio-recreational Services
- Integrated Day-Centre
- Employment Laboratories
- More Engaged More Safe
- Public Transport Subsidies
- Insurance Service

c

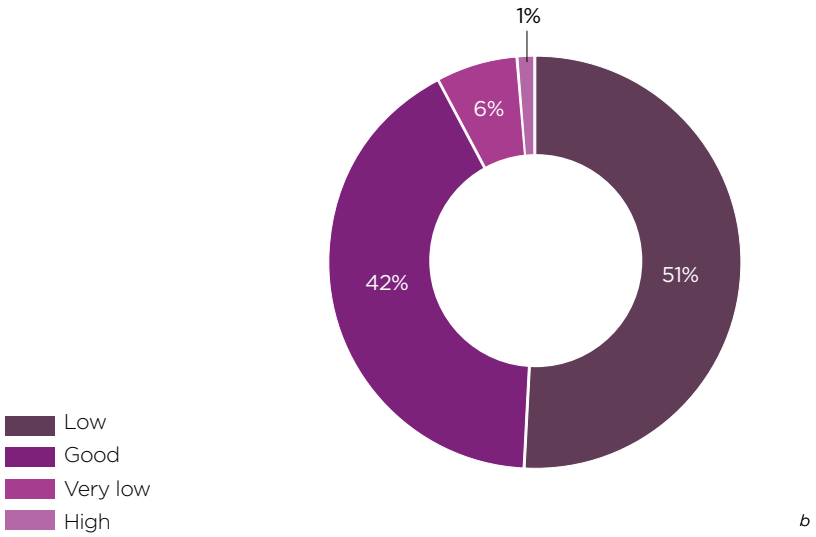
Sources:
a. Comune di Milano
b. Survey January/March 2018
c. Comune di Milano, Regione Lombardia etc.

SOCIAL SERVICES IN THE NEIGHBOURHOOD



a

OLDER PEOPLE'S SATISFACTION IN RELATION TO NEIGHBOURHOOD SERVICES SUPPLY



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S.2 Enabling Social Infrastructure

The quality of the neighbouhood's social infrastructure is evaluated through the estimation of its extention and variety. In particular, the map below identifies the services distribution and highlights lacking areas.

However, the study focuses not just on the offer, but also on the patterns of use per age groups. In particular, the questionnaire allows to define which services are the most used.

A specific focus is dedicated to the role of the library as a potential strategic service. The Gallaratese library user trends are in line with other neighbourhoods' libraries.

Which are the main services in the neighbourhood? Where are they located?

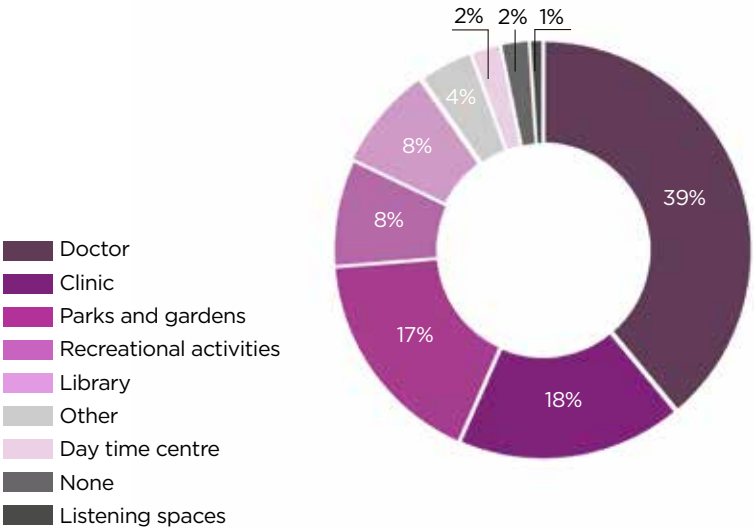
Which are the services in the neighbourhood most used by older people?

Does the public library play a key social role?

SOCIAL INFRASTRUCTURE

a

KEY PUBLIC SERVICES FOR OLDER PEOPLE



b

THE ROLE OF THE LIBRARY

In Milan, 5.6% of the population is a library's user.

Among the libraries's users, 6.9% are aged 65-74; 3.4% are aged 75-84; 0.5% are aged 85+.

Comparing three libraries, the % of users(age groups)/total users:

65-74

9.4%	Gallaratese
6.5%	Venezia
7%	Valvassori Peroni

75-84

4.4%	Gallaratese
3%	Venezia
3.3%	Valvassori Peroni

85+

0.7%	Gallaratese
0.6%	Venezia
0.4%	Valvassori Peroni

c

Sources:
a. Comune di Milano
b. Survey January/March 2018
c. Comune di Milano, 2011

S.3 Encouraging Engagement and Participation

Does the neighbourhood have NGO's and associations promoting older people' participation? Where?

In which activities are older people involved?

Do activities change at 65, 75, 85 years old?

The engagement's capacity of Gallaratese is defined by mapping the social and community neighbourhood network; in particular, showing the distribution of key social, recreational, cultural, and sport organizations promoting older people' participation.

Furthermore, the survey helps to understand in which kind of activities older people are mostly involved. The answers are also filtered according to the different age ranges showing how participation change at 65, 75 and 85 years old.

ACTIVITIES AT 65, 75, 85 YEARS OLD:

65-74

- 11% Recreational activities
- 8% Meetings/conferences
- 17% Volunteering

75-84

- 13% Recreational activities
- 14% Meetings/conferences
- 16% Volunteering

85+

- 11% Recreational activities
- 5% Meetings/conferences
- 8% Volunteering

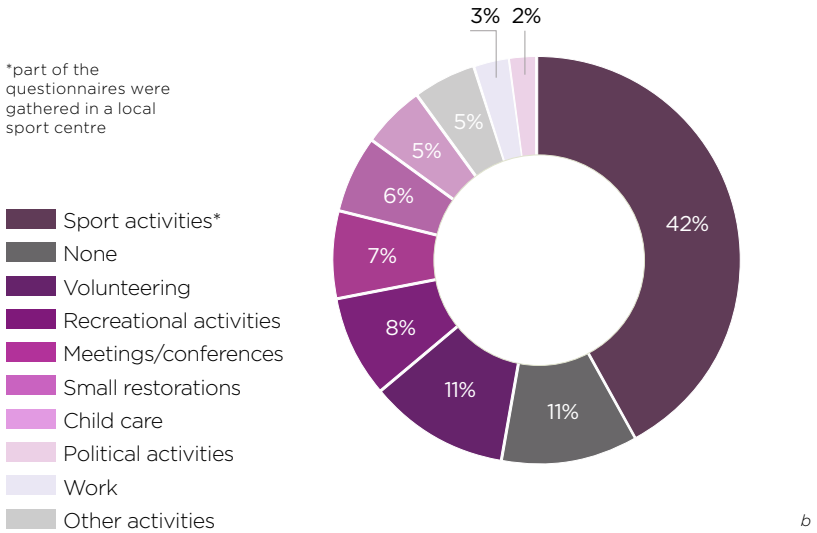
c

NGO' AND ASSOCIATIONS IN THE NEIGHBOURHOOD

a

ACTIVITIES FOR OLDER PEOPLE

*part of the questionnaires were gathered in a local sport centre



b

Sources:
a. Comune di Milano
b. Survey January/March 2018
c. Survey January/March 2018

Evaluation summary

The study focused on the local community and tried to evaluate the robustness and cohesiveness of social networks, and to identify gaps and opportunities to make them stronger and resilient.

The main issues detected are related to: an unfair distribution of the services mapped, a diffused sense of dissatisfaction about the neighbourhood's quality, services opening hours concentrated just in the morning, little use of strategic services such as the library, and decreasing involvement in volunteering activities.

A strategy oriented towards the creation of an ageing-friendly neighbourhood can leverage these issues.

Defining Inclusive Policies

The city has programs that provide the neighbourhoods with community centers and services specifically designed for older people or for them to mix with other generations. The survey revealed that inhabitants still perceive the offer limited.

Enabling Social Infrastructure

Older inhabitants only partially use the social infrastructure provided. Health services seem to be the most used, whilst library, centers for daycare, open spaces should be improved.

Encouraging Engagement and Participation

Many people interviewed practice physical activities - one of the places where the survey was conducted is a local sport centre, this may have affected partially the results. Whilst recreational activities are important for all age ranges, volunteering, social, and political activities decrease with age.

Built environment

This lens is related to the city and its physical components, particularly public spaces, and the interactions that inhabitants establish within places and among each other.

An ageing neighbourhood should be flexible and adapt itself according to the demographic changes, and the evolution of societal needs: accessibility issues, comfort necessities, autonomy constraints etc. How to promote an age-friendly built environment?

The study has set **3 goals** that should be met in order to develop spaces that are tailored to fit older people' needs:

- **Promoting proximity.** The city for older people is smaller than for other citizens; proximity of places and services that they use is fundamental to everyday life. Promoting proximity generates synergies among functions, spaces and age groups, and enhances the possibility of outdoor activities for older people and all age groups.
- **Creating pleasant open public spaces.** Pleasant open spaces are ones in which we feel safe and secure, affecting people's willingness to move and use public spaces and green areas. It is a fundamental feature to encourage older people's independence, physical health, social integration, and emotional well-being. Architects and urban designers should aim at creating new intergenerational environments that enable people of all ages to meet, interact, and share experiences.
- **Designing affordable and adaptable housing.** The economic, social and health related living conditions of older people imply the need for cities to plan specific provisions of affordable housing to meet older people's needs (for instance, facilities, shared and individual spaces requirements, etc.). Houses should be flexible as ageing changes how people experience the environment in which they live; spaces should be ready to adapt in terms of size, layout, and functions.

Does Gallaratese satisfy these goals?

BE.1 Promoting Proximity

Does the neighbourhood guarantee a good services proximity?

Are the main places of interest easily accessible?

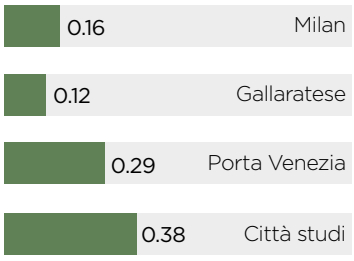
What is the density percentage of built area in the neighbourhood in comparison with city's average?

In this research, proximity is defined as as the availability of services and retail near the houses, and it is visualized showing the concentration of non-residential activities on the urban grain.

The second criterion used is the accessibility to local places of interest by walking, measured considering an approximation of an elderly person's speed of 3.0 km/h.

The two, also enriched by observing the ratio of built-up area to total surface, and comparing it with other neighbourhoods in Milan, show that the urban grain in Gallaratese obstaculates proximity.

LEVEL OF PROXIMITY (floor area/total neighbourhood surface - sqm/sqm): COMPARING 3 NEIGHBOURHOODS



c

SERVICES PROXIMITY

a

ACCESSIBILITY TO PLACES OF INTEREST

b

Sources:
a. DBT - Comune di Milano, Schede NIL
b. Google maps and direct observation
c. DBT - Comune di Milano

BE.2 Creating Pleasant Open Public Spaces

Public and private green areas, and pedestrian networks, designed with quality, contribute to the pleasantness of the built environment. This criterion permits to estimate the extension of the open public infrastructure available in the neighbourhood.

In addition, the survey highlighted the physical and non-physical conditions perceived as barriers to the usability of open spaces; perceptions change according to different age-groups.

How extensive is the pedestrian network in the neighbourhood?

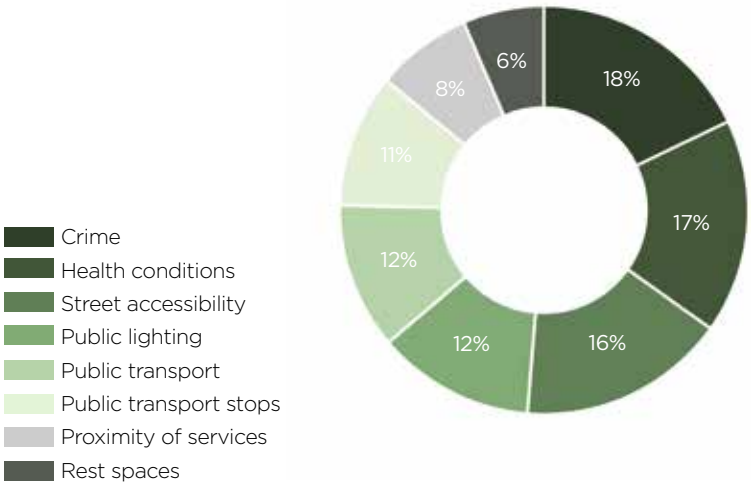
What has an impact on open spaces' usability for older people?

Do barrier perceptions change at 65, 75, 85 years old?

PEDESTRIAN NETWORK

a

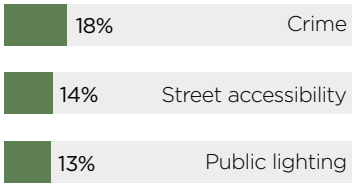
BARRIERS TO OPEN SPACES



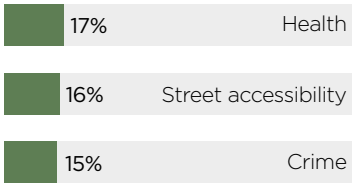
b

OPEN SPACE BARRIERS PERCEPTIONS AT 65, 75, 85 YEARS OLD:

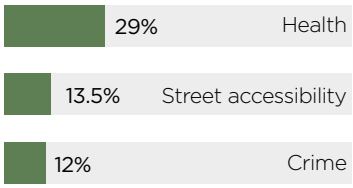
65-74



75-84



85+



c

Sources:
a. DBT Comune di Milano
b. Survey January/March 2018
c. Survey January/March 2018

BE.3 Designing Affordable and Adaptable Housing

Where in the neighbourhood is public housing located?

Is the neighbourhood market value in line with the city's values?

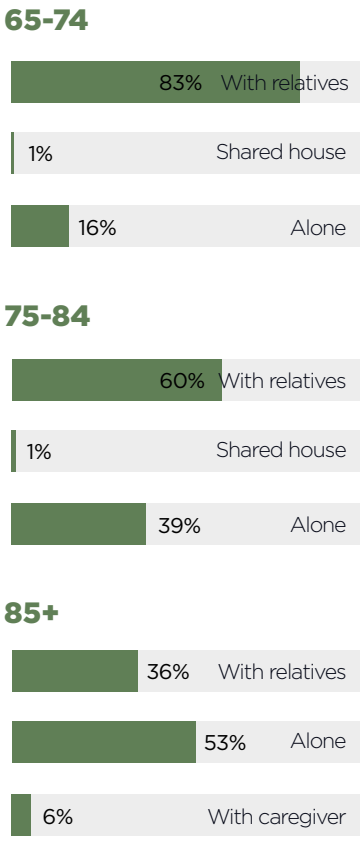
What is the older people household size?

The research mapped the public to private housing ratio in the neighbourhood, to see where public housing estates concentrate.

Secondly, an overview of the city property market value permits to rank the neighbourhood performance.

A third important aspect detected is related to the household size of the older people interviewed. This survey permits to deepen the dynamics of ageing families and better understand related needs.

THE DYNAMICS OF AGEING FAMILIES:

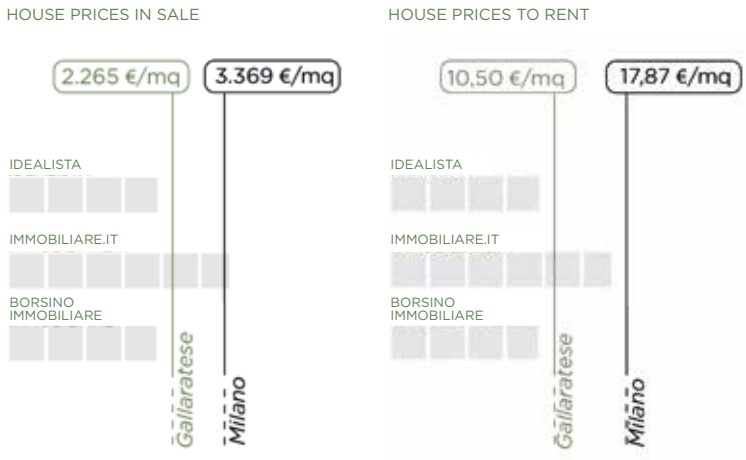


c

SOCIAL PUBLIC HOUSING

a

PROPERTY MARKET: COMPARING GALLARATESE AND MILAN



b

Sources:
a. For-rent
b. Idealista, Immobiliare.it, Borsino immobiliare
c. Survey January/March 2018

Evaluation Summary

The criteria of analysis selected are indicators of the quality of life offered by the neighbourhood.

Overall, some criticalities were highlighted such as reduced services' distribution, uncomfortable open spaces, low flexibility of housing layouts.

Those are signals that can guide future actions: the challenge will be retrofitting the houses and open spaces, attracting new business, and build an innovative local network of services.

Promoting Proximity

Older people tend to enjoy places with active street fronts, which are more attractive and where they feel safer. In Gallaratese, retail and service activities are mainly concentrated in Bonola shopping and administrative centre, located at the heart of the neighbourhood, to the detriment of more local services.

Creating Pleasant Open Public Spaces

The large open green areas have a big extent, but are mainly not equipped. In particular, older people highlight the scarce quality of pedestrian streets, and lighting of the princial barriers to open space livability.

Designing Affordable and Adaptable Housing

The neighbourhood still conserves a good rate of public housing. New interventions, such as Abitare Milano 1/2 and Cascina Merlata, increase the existing offer.

Mobility

Mobility should be planned and designed in order to foster active living and against traffic congestion that brings poor air conditions: enhancing walking conditions within the urban environment and creating an attractive public transport system that has to ensure affordability, reliability, safety and comfort especially for physically impaired.

Thus, the combination of appropriate pedestrian equipment and an attractive public transport network is the key to ensuring a seamless transportation system where the network permeability feeds the preservation of a broad range of relationships.

The study has set **3 goals** that should be met in order to develop spaces that are tailored to fit older people's needs:

- **Improving walkability.** The elderly tend to choose walking as the preferred mode of transport in their systematic trips. As a consequence, a safer, free from physical barriers, and in general a pedestrian-friendly urban road environment must be ensured for the sustainable age-friendly development of cities.
- **Developing public transport.** Public transport results as a relevant option, especially for destinations passing the neighbourhood edges (e.g. trips to the city-center). A good public transport can both encourage compact design and can ensure a general reduction of walking distances; but public transport vehicles must be adaptable and specifically designed to respond to older people's needs.
- **Providing seamless mobility.** The system must be integrated, dynamic (demand-responsive) and easily manageable. Smart mobility measures and technology can help the mobility of older people with a more efficient use of infrastructural assets. The delivery of a wide range of digital tools and devices can enable greater awareness of available transport solutions, improve safety, and trigger behavioural change towards more sustainable and effective choices.

Does Gallaratese satisfy these goals?

M.1 Improving Walkability

Where does the neighbourhood guarantee a good pedestrian permeability?

Are pedestrian crossings well distributed?

How do older people move in the neighbourhood?

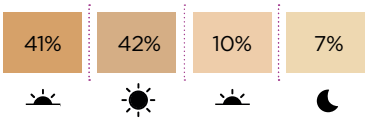
It is considered fundamental to map the existing pedestrian network to assess the current walking conditions. The distribution of pedestrian crossings and their mutual distance are the essential indicators of network connectivity and pedestrian safety.

The level of permeability of the pedestrian network, expressed as the neighbourhood potential, is obtained by considering the distance of 400 m as a reasonable walking span for elderly people.

The survey reveals the mobility habits of older people in relation to the preferred mean of transport and peak hours activity.

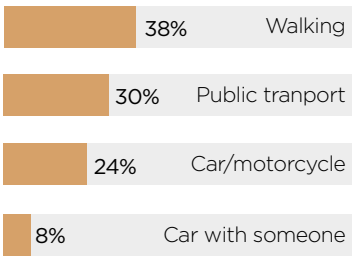
MOBILITY IN OLDER PEOPLE:

PEAK HOURS ACTIVITY



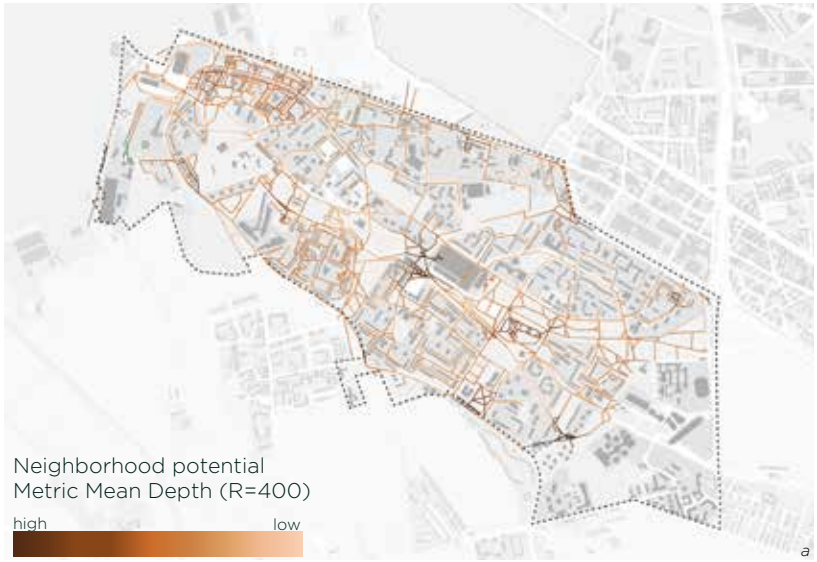
c

MODAL SPLIT



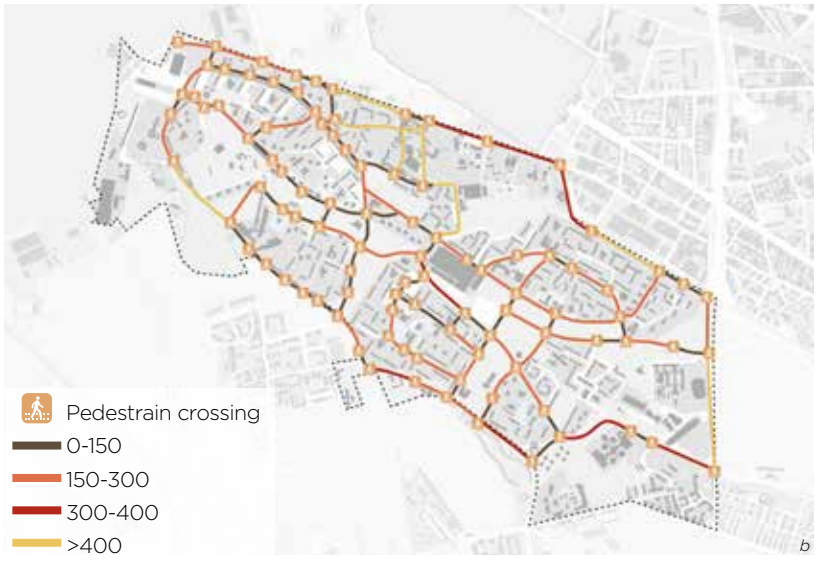
d

PEDESTRIAN PERMEABILITY



a

PEDESTRIAN CROSSING



b

Sources:
a. Google maps and direct observation
b. Google maps and direct observation
c. Survey January/March2018
d. Survey January/March2018

M.2 Developing Public Transport

The coverage of public transport is observed by analyzing the accessibility of public transport, including metrics such as walking time to access the PT stops, number of lines operating, the average waiting time, adjusted considering the relative reliability of the mode, etc.

Public transport accessibility is evaluted measuring the location and population numbers of inhabitants over 70, and their walking speed.

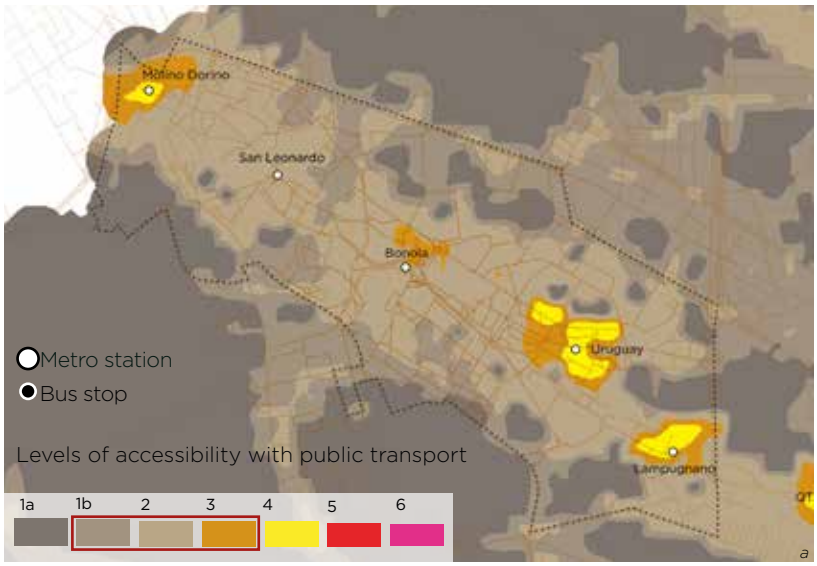
Considering the importance of health services for older people, one of the parameters considered is the time to reach them by public transport compared to the distances.

Does the neighbourhood guarantee a good level of accessibility with public transport?

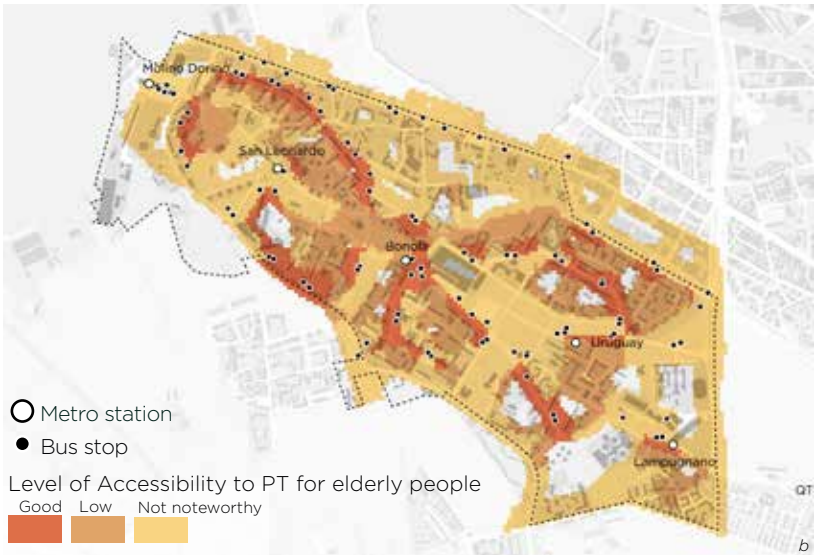
Is the public transport planned in order to be accessible for older people?

How well connected is it to the local hospitals in the city?

LEVELS OF ACCESSIBILITY WITH PUBLIC TRANSPORT



PUBLIC TRANSPORT FOR OLDER PEOPLE



ACCESS TO HOSPITALS

Sacco

55 min travel time

670 m walking

1 transfert

San Carlo

44 min travel time

550 m walking

2 transfert

Auxologico San Luca

30 min travel time

500 m walking

1 transfert

Sources:
a. Amat, Comune di Milano
b. Census, Comune di Milano
c. ATM

M.3 Providing Seamless Mobility

Is the neighbourhood cycle-friendly?

Is the neighbourhood well served by electric car charging points?

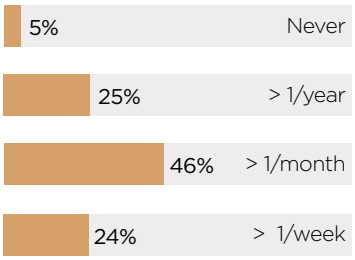
How often do older people go to the city center?

To assess the inclination towards sharing mobility and soft modes, the study considers the existing and planned cycle network and bike-sharing stations.

The second criterion is focused on the availability of electric cars' charging points. The area is covered by the common car sharing services, but the offer of electric cars is still limited.

Thirdly, through the survey it is possible to highlight to which extent older people consider Gallaratese connected to the city centre according to their habits.

GOING TO THE CITY CENTER



c

CYCLING INFRASTRUCTURE

a

ELECTRIC CARS' CHARGING POINTS

b

Sources:
a. Bikemi
b. www.colonnineelettriche.it
c. Survey January/March2018

Evaluation summary

The availability of a wide range of data concerning population, infrastructure and planned developments - both at the city and local scales - enable us to achieve a comprehensive analytical framework for understanding the mobility patterns of elderly people.

In general, walking is confirmed as the preferred means of transport, but in particular during the morning hours. Public transport could be improved in order to enhance its accessibility. Bonola metro station is the most permeable area, confirming its central role at the neighbourhood scale. Innovative digital and sharing services have a limited use but they could represent a valid support for encouraging a diffused active lifestyle.

These elements are an interesting starting point for the neighbourhood's redesign.

Improving walkability

Permeability and connectivity are unevenly distributed within the local pedestrian network. An improved walkability is deemed to spread its influence beyond the field of mobility by leveraging the other pillars.

Developing public transport

The level of accessibility by public transport of Gallaratese is medium to low and public transport stops are not well distributed. The reliability of public transport should be improved taking into consideration key services localization and older people needs.

Providing seamless mobility

The neighbourhood has a limited cycle network that follows mainly the principal road axes. Sharing systems should be improved: creating new access points to the services and pushing its use through dedicated advertising.

BONOLA

Digital

Advancements in emerging technologies such as sensoring systems, robotics, artificial intelligence, driveless cars, can significantly improve the life of older people and promote their independence.

An ad hoc digital environment should be able to foster social networks and promote community activities; better understanding of citizens behaviours, and discovering unexpressed social needs. Therefore, how to shape a digital and smart neighbourhood addressing older people's needs?

The study has set **3 goals** that should be met in order to develop spaces that are tailored to fit older people' needs:

- **Increasing connectivity.** Staying socially connected: many older adults spend significant time alone or live in locations that are socially isolated. Technology can help give older people a louder voice. Technology can help understand the needs and behaviours of an ageing population and to understand the city.
- **Staying active.** A strong and active civil society has a clearer and more effective voice with which to challenge the systems and processes and deliver the benefits and opportunities that living in an increasingly urban world can provide. Digital tools, in particular, can be an important support in order to promote work or volunteer work, sports, open air activities, etc.
- **Digitalizing assisted living.** A range of sensor-based technologies provide personalised in-home health and social care and help older people to age in place: for instance, alerts to remind people to take their medications; wearables and apps to monitor the movements of dementia patients or track "wellness" to predict health problems. In addition to physical healthcare, technology is helping to reinforce social/care networks and to stay mentally active.

Does Gallaratese satisfy these goals?

D.1 Increasing Connectivity

Does the public wi-fi network cover all the neighbourhood?

What is the wi-fi coverage in comparison with other neighbourhoods in the city?

Which are the key community platforms available?

To identify the neighbourhood's level of connectivity, the study starts from identifying the public wi-fi access points. This information is compared with the overall equipment of the 9 Adiministrative Zones of Milan. This physical network - that will be replaced in the future by other technologies already available - provides free access to community and municipality platforms that offer useful information for everyday life issues: service opening hours, public transport timetable, request for health assistance and events participation.

The study focuses also on the identification of the principal platforms already operating in the Gallaratese.

NEIGHBOURHOOD'S DIGITAL PLATFORM

- ChiAmaMilano

CHIAMAMILANO
www.chiamamilano.it

- WEMI

wemi.milano.it

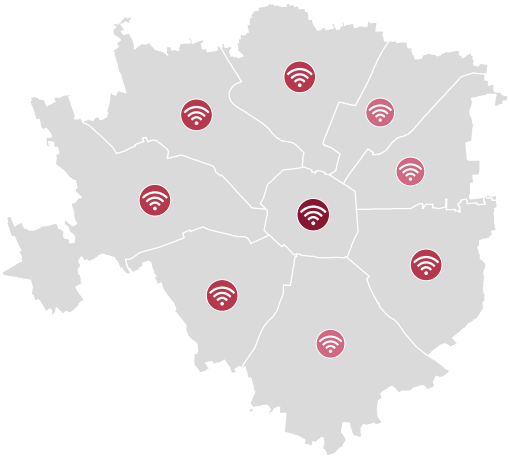
- QUARTIERE APERTO

http://www.quartiereaperto.org/

PUBLIC WI-FI IN THE NEIGHBOURHOOD

a

PUBLIC WIFI IN THE CITY



b

Sources:
a. Comune di Milano
b. Comune di Milano

D.2 Staying Active

Technology can support an active lifestyle. The research explored the relationship between older inhabitants and technology through the survey.

In first place, the survey highlights whether older people have an internet connection at home and how they use digital devices.

Then, It also detected the percentage of older people that own a computer and highlighted the change of this percentage at 65, 75, 85 years old.

Do older people use digital devices?

Why older people use digital devices?

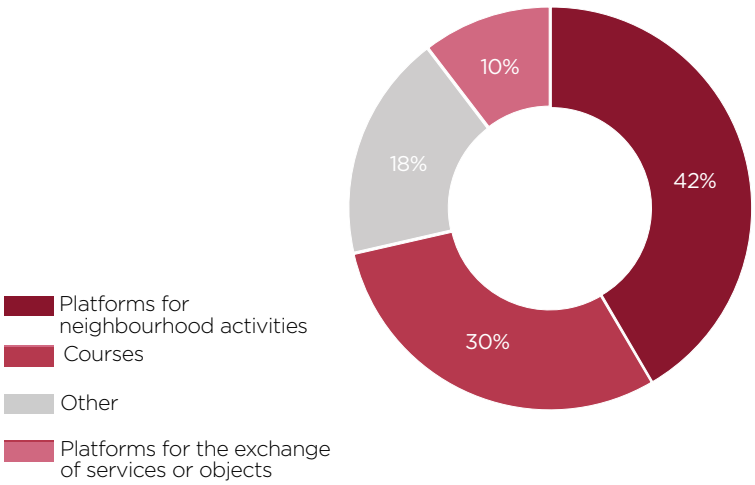
Do activities change at 65, 75, 85 years old?

SENIORS AND TECHNOLOGY

*the 27% of the interviewed people didn't answer

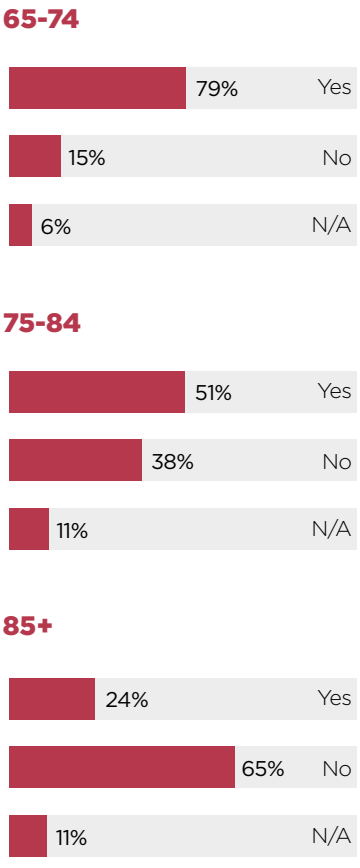
a

TECHNOLOGY USE



b

TECHNOLOGY USE AMONG SENIORS: DO YOU OWN A COMPUTER?



c

Sources:
a. Survey January/March2018
b. Survey January/March2018
c. Survey January/March2018

D.3 Digitalizing Assisted Living

Are houses in the neighbourhood suited for older people?

Which elements should be changed?

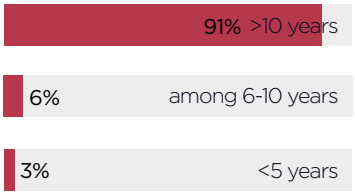
How long have older people been living in the neighbourhood?

Technology can enhance people's health and wellbeing. In the survey, older inhabitants were asked if, according to their experience, their homes fit their needs.

In particular, the research wanted to identify which elements interfere and if they could be related to technology.

Then, the survey highlights as a background information, the length of stay in their houses. This information shows if the Gallaratese has a stable social composition and guarantees continuity during lifetime or if it experiences continuous changes.

AGEING IN PLACE: HOW LONG HAVE YOU BEEN LIVING HERE?

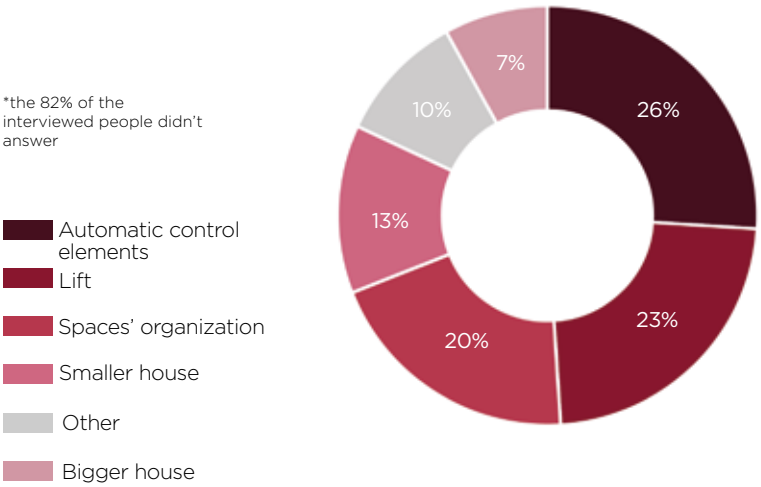


c

OLDER PEOPLE NEEDS VS HOUSES' EQUIPMENT

ELEMENTS TO BE CHANGED

*the 82% of the interviewed people didn't answer



b

Sources:
a. Survey January/March2018
b. Survey January/March2018
c. Survey January/March2018

Evaluation summary

In order to improve the neighbourhood's quality of life, technology increasingly plays - and will play even more - a crucial role. The main barrier is still the technological gap, and the neighbourhood should be able to provide the proper knowledge and give people all the instruments in order to access digital services.

In designing a plan of actions for the Gallaratese, all these aspects should be taken into consideration: extending the coverage of free wi-fi also through sharing schemes and with private open wi-fi, providing digital courses, explaining which resources could be accessed through the use of these tools, and increasing the awareness of older people.

Increasing Connectivity

The neighbouhood is equipped with public wi-fi access points located all along the central road axis with green areas. In terms of community platform, the inhabitats can benefit from both city's and neighbourhood's digital services.

Staying Active

The majority of older people owns a computer. The percentage, as predictable, decreases with age. The use is mainly related to the research of neighbourhood's services and information.

Digitalizing Assisted Living

The survey shows that people interviewed are generally happy with their homes. However, the majority highlights several elements that could be improved, such as automatic control elements, lift, the use of common spaces, and, in some cases, the internal layout of apartments.

NEIGHBOURHOOD QUALITIES

The diagram represents the summary of the Gallaratese evaluation: how much the neighbourhood is ageing-friendly?

An age-friendly neighbourhood?

On the basis of the first outcomes that came out from the assess stage, the overall qualitative evaluation of the lenses and goals highlights some key points:

- the **Society lens** has a medium score; basic social infrastructures are widespread and present a large variety. However, the engagement's capacity still seems insufficient. A more capillary system, better connected with buildings, would probably promote stronger social cohesion. New technologies could represent interesting tools in order to foster social activities, communication, and monitoring;

- large green areas and social housing estates make for a particularly positive the evaluation of the goals of the **Built Environment lens.** The percentage of social housing (publicly owned) is around 16%. The area is characterized by lower prices in comparison to the average in Milan, and the new transformations in and around the neighbourhood will bring in new inhabitants, especially young couples and families with children. The number and extent of green areas is a twofolded factor, perceived as positive per se, but critiqued because of poor design and program of activities. The large distances, again, the presence of unpleasant paths, and the unequipped areas are strong barriers to use for older people. This is also reflected in the negative score of the goal 'Promoting proximity'; the low density, and the big green spaces in the middle, reduce the proximity of people and services affecting movements and social relationships;

- the **Mobility lens** is the most critical: in particular, the goal 'Providing seamless mobility' is the one that got the lowest score. The neighbourhood is characterized by long distances and a not sufficient accessibility to public transport service. Innovative transportation systems (electric car sharing, bike sharing, etc.) have a low number of docks and charging stations in the neighbourhood: if improved they would probably increase older people autonomy;

- the **Digital Environment lens** is probably the most difficult to evaluate, because of partial and controversial data available. Old people use digital devices and the presence of public wi-fi and community platforms is sufficient. However, technologies seem not to be fully implemented, and the public administration could leverage on innovative digital technologies to build the backbone of the services that the neighbourhood offers.

III. Compare

What is a benchmark that can inspire city makers and inhabitants in designing an age-friendly neighbourhood?

This section highlights ideas from cities and case studies in different global contexts where steps have been taken to make cities more inclusive for all ages, and for older people. It explores what makes a range of interventions age-friendly and their benefits, rationale and potential.

The benchmark is a living document. We have collected around 150 examples in a database and potentially, new cases can be always added. In the following pages, we have selected only some of the most significative that can be an inspiration for interventions in Gallaratese. It is meant to be an archive of materials to inform discussion with stakeholders during consultation processes, accelerator workshops, etc.

The benchmark is organized as a catalogue that indicates per each example the localization, the main themes, actors, whether the example is a plan, a project, a program or a service, and the application scale, which can be national, city-scale, neighbourhood or building.

The cases that follow vary from plans to specific programs or services, because each one was helpful to define key aspects of design.

100+

Case studies identified all around the world.

40+

Cities involved in the benchmark.

20

Best practices selected as most representative.

International best practices

Sheffield
Montreuil
Barcelona
Breda
Deventer
Copenaghen
Jyvaskyla
Oulu
Helsinki
Hamburg
Eindhoven
Stuttgart
Prague
Vienna
Salzburg
Eggersdorf
Milan
Genoa
Bolzano
Trieste
Treviso
Piacenza
Bologna
Rome
Foggia
Yokohama

III.1 Age friendly NYC

Age-friendly NYC builds on the work of the World Health Organization's Global Age-friendly Cities initiative, which engages older adults and other stakeholders in cities around the world to identify the core features of an age-friendly city. New Commitments for a City for All Ages initiative launched in 2007 with nearly 90 programs from agencies such as Housing Preservation and Development, the Departments of Finance, Health and Mental Hygiene, Parks and Recreation, the De partment for the Aging, and New York City Emergency Management. Age-friendly NYC encompasses 86 initiatives divided on 5 sectors covering all life aspects: Health & Social services, Housing, Public space & Transportation, Communication & Information, Community & Civic Participation.

The plan collects sophisticated policies and programs to help older residents live healthier and more fulfilling lives in an urban environment. NYC developed a strategic and responsive plan whose structure can be an example for other cities.

LOCALIZATION:

New York City, USA

THEME AREA:

Public Policies

ACTORS:

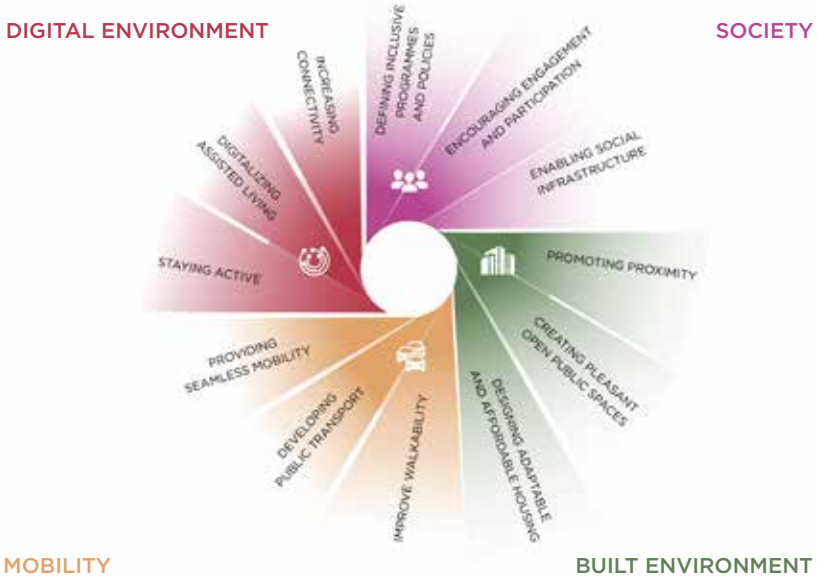
The Office of the Mayor, The New York City Council, The NYAM

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.2 DWELL Sheffield

From 2013 to 2016, a research unit at the University of Sheffield worked on DWELL project: Designing of Wellbeing in Environments for Later Life, with fundings from the Lifelong Health and Wellbeing Research Programme (UK Research Council). The project focused on how to foster the well-being and easy mobility of older people in their houses and neighbourhoods. With a participatory approach, the research used a co-design process and engaged with older residents throughout the process. The research led to the production of a series of prototypes (6 typologies) and interventions.

A key feature of the research project is the participation of older residents within the design and evaluation processes. The second element of interest is an interactive map of the urban area that clearly shows interventions and their localizations.

LOCALIZATION:

Sheffield, United Kingdom

THEME AREA:

Urban Regeneration,
Senior Housing

ACTORS:

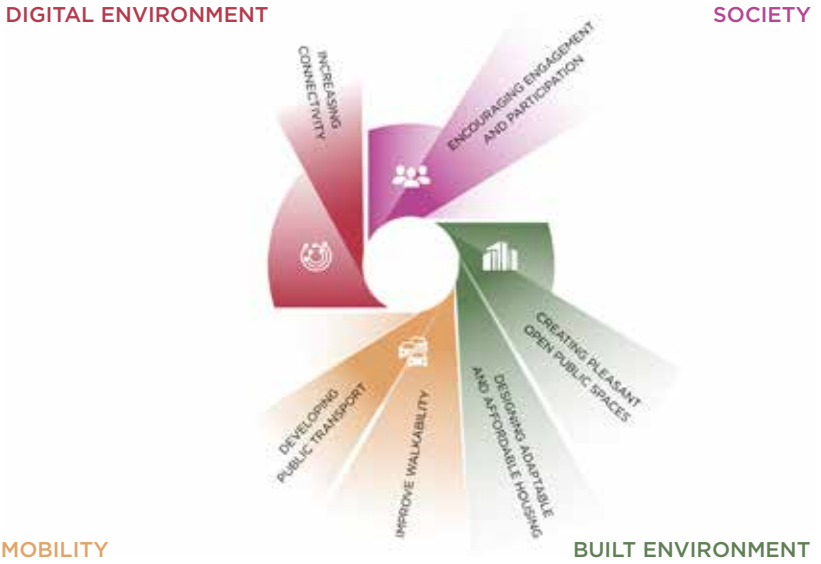
Sheffield University

SCALE:

Neighbourhood, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.3 Measures for active ageing Barcelona

At the end of 2017, Barcelona published a press release on the municipal webpage for older people anticipating the eight measures that the city will take for active ageing. The list has traditional types of measures such as the opening of new centers for older people, but it also includes innovative projects. The Vincles social IT platform is one of the eight and it consists of a bespoke designed platform for older people to stay connected; the platform is designed for tablets that the Municipality can lend for long periods to older people. Other measures include facilitation for older people to travel and discover, and pilot plans in specific neighbourhoods to engage with local shops to develop age-friendly built environments.

The project is an example of an integrated but simple plan. It goes from access to technologies to social participation, from housing to economic help for travelling, and to the participative implementation of wellbeing in public spaces and shopping streets.

LOCALIZATION:

Barcelona, Spain

THEME AREA:

Welfare, Safety, Tourism, Methodology, Technologies

ACTORS:

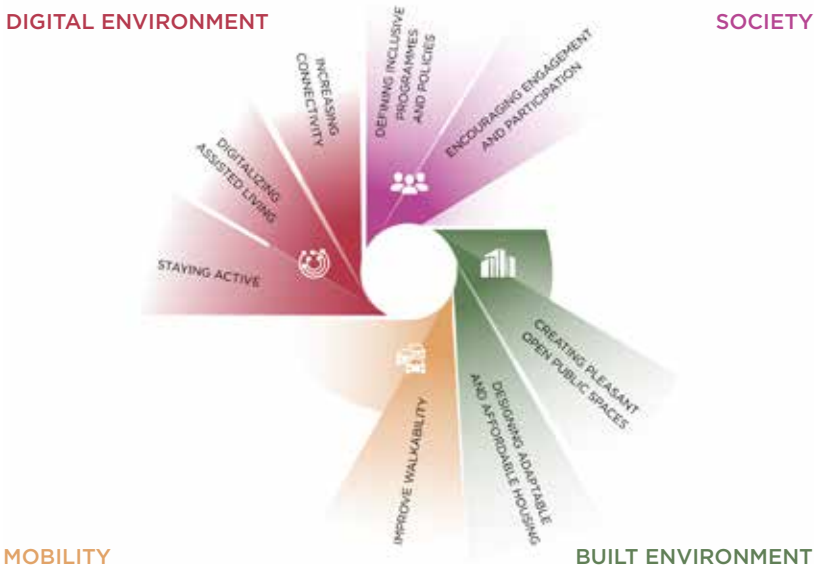
Barcelona

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.4 Ageing neighbourhood Lauttasaari

Researchers at the Sotera Institute Department of Achitecture Aalto University used the Lauttasaari area to develop innovative field research with georeferenced data on ageing and the built environment, with the help of an interactive online platform to investigate housing (PalTuli, SeutuRuutu), public transport (Matka-aika.fi) and services (Palvelukartta.fi). The project focused on information regarding the concentration of older people, and conditions for accessing houses (public transportation, lifts, proximity to public spaces and services), allowing a prioritization of interventions to restore or implement bicycle paths and public transports.

Housing, mobility and access to services are key factors of residential satisfaction and wellbeing. Proximity of services is a key aspect and cross sectoral collaboration within the municipality helps to develop accessible services locally.

LOCALIZATION:

Lauttasaari, Finland

THEME AREA:

Analysis Methodology, Urban Regeneration

ACTORS:

Sotera Institute, Department of Architecture, Aalto University

SCALE:

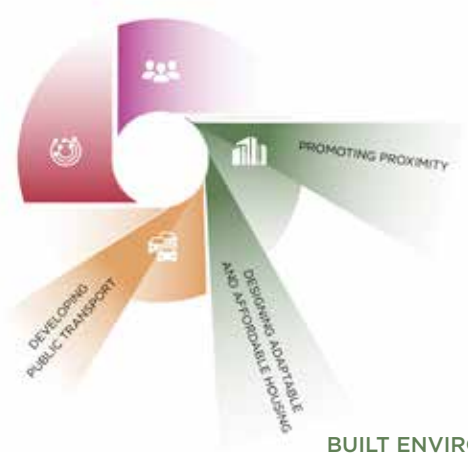
Neighbourhood, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service

DIGITAL ENVIRONMENT

SOCIETY



MOBILITY

BUILT ENVIRONMENT

III.5 Older Womens Co-Housing

The project started in the late 90s as a community of women aged from 51 to 87 supported by Housing for Women a small housing association and charity in London and named Older Womens Co-housing. In 2010, after a long history of looking for support and fundings, the group finally obtained a permission to start a real process to design and then build a social housing project funded by Hanover, a housing association. Once completed, Hanover sold the property to 17 buyers from OWCH and to Housing for Women. At the end of 2016, the group started moving in to the 'New Ground' Cohousing, with 25 flats (with flats for one, two or three people).

The design of spaces foster informal and spontaneous contact. The day-to-day togetherness is facilitated by a programme of common activities (e.g. common kitchen), with occasional openings of the doors to the neighbourhood.

LOCALIZATION:

London, United Kingdom

THEME AREA:

Co-housing

ACTORS:

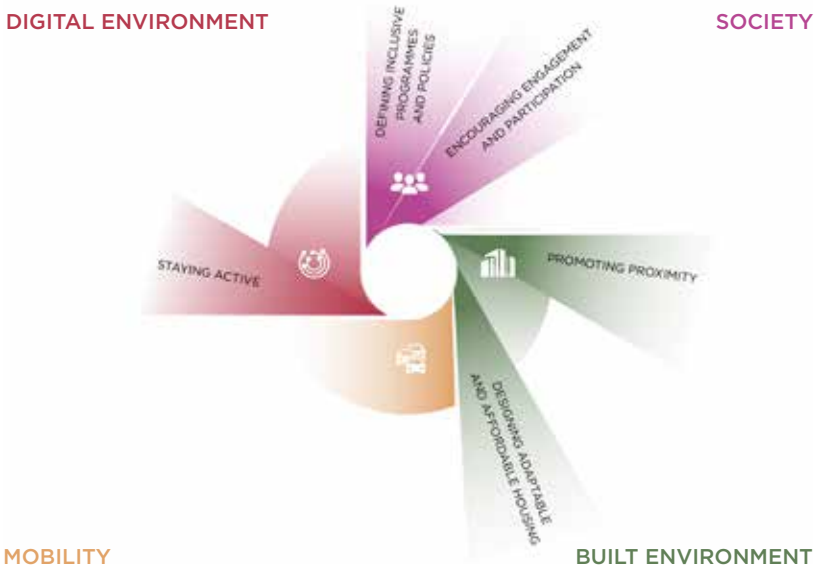
OWCH, Housing for Women, Local community

SCALE:

Building, Neighbourhood

ACTION TYPOLOGY

- strategy
- project
- programme
- service

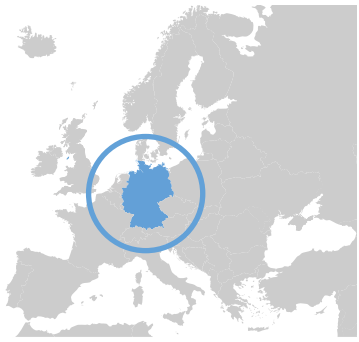


III.6 Multi-Generation Houses

The Multi-Generation House is a national programme to promote local projects of mixed-use buildings that accommodates a day-care centre for children, apartments for elderly residents, repair café and other amenities, institutions and services. They were established in Lower Saxony in 2003 for the first time, as a pilot in Stuttgart and now there are around 450 centers in Germany. Residential units are integrated with a canteen kitchen, neighbourhood café, second-hand shop, geriatric and medical care service and other multi-purpose shared spaces. The Multi-Generation House is a meeting point and a building that guarantees a good quality of life in a positive social environment made by lots of events for old and young.

The Multi-Generation House is a building that guarantees a good quality of life, a space that brings new forms of community, work and living in the city, and it is recognized as a meeting point with lots of events for all ages.

LOCALIZATION:



Germany

THEME AREA:

Intergenerational, Urban Regeneration, Senior housing

ACTORS:

National government

SCALE:

Country, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service

III.7 Intergenerational community centre

The project ABI Anziani and Bambini Insieme, which means 'older people and children together' is an initiative promoted by NGOs, private and public stakeholders in partnership. It is a place where children and older people can spend time together with the assistance and supervision of social operators. The centre offers different activities from gardening to painting labs, reading and cooking, everything under the supervision of the operators, could share some moments and benefit from mutual presence and interaction.

The project leverages on intergenerational opportunities to share some moments and benefit by the mutual presence and interaction. It also allows to identify spaces and centres of interaction among different population groups.

LOCALIZATION:

Piacenza, Italy

THEME AREA:

Intergenerational,
Employment

ACTORS:

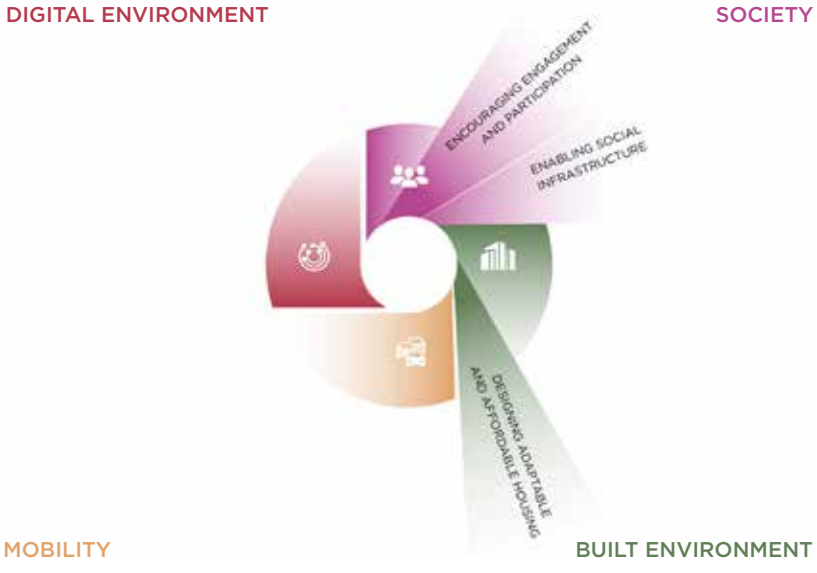
Centro ABI – Piacenza,
Cooperativa Sociale Unicoop

SCALE:

Neighbourhood, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.8 Grandparenting as a community service

The projects Nonno Amico (literally 'grandparent as a friend') project, launched in 1999 in Lombardy, and Nonni in prestito ('grandparents share') appeared in 2016 in Brunico, Trentino, are volunteer programmes. Older people enrol in a register that is made available in the parishes of the town, and that can be accessed by men and women who need help at home, and with children for instance bringing them to school, or with older adults who are not self-sufficient. The working hours for volunteering are decided by volunteers and families together.

It is a project conceived with the idea of bringing young people and families closer to elderly people who are willing to make themselves available, donating their free time. It enhances also the creation of local social networks and the cohesion of the community.

LOCALIZATION:

Trentino and Lombardia, Italy

THEME AREA:

Intergenerational,
Employment

ACTORS:

Caritas of Alto Adige, Brunico Municipality, Lombardy Region

SCALE:

Regional

ACTION TYPOLOGY

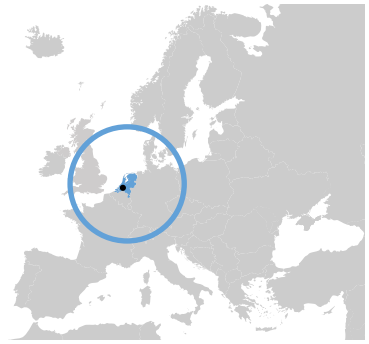
- strategy
- project
- programme
- service

III.9 Gilde Nederland

Gilde Nederland unites 65 local associations distributed in different cities in the Netherlands, whose partners are over-50 years old people who wish to offer their knowledge and expertise on a voluntary basis. Gilde Nederland is a mediation agency that seeks to reconcile challenges of individuals, non-profit organizations, and entrepreneurs, with the services that over-50 year old volunteers can offer to transfer their acquired knowledge, skills and experience. The services offered vary from tourism, to language courses, from advising on children and teen school transitions, to digital courses (from assistance with installation, to user lessons).

The project enables volunteers to contribute positively to society, while remaining active and socially involved. It has a relevance at a local scale, but allows to create the occasions for wider networks that exceeds the boundaries of the neighbourhood.

LOCALIZATION:



Breda, Netherlands

THEME AREA:

Employement, Education, Active Participation

ACTORS:

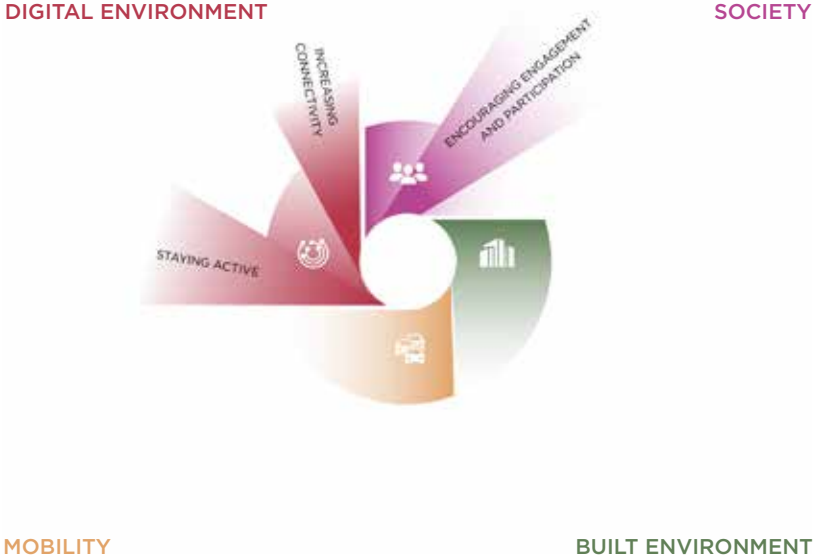
Gilde Nederland

SCALE:

Country

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.10 Forquette

Fourquette (meaning 'fork' in a local Italian dialect) is an alternative catering and restaurant project that aims to enhance the traditional local dishes. The staff of this restaurant in Foggia consists of two grandmothers, two grandfathers and 16 trainees of the Einaudi Hospitality Institute of Foggia, all coordinated by a young chef who developed the idea. Fourquette is the first restaurant of narrative cuisine designed to propose a new catering model, aimed to produce economic, social and cultural value, where senior people at risk of social exclusion and students of Hospitality Institute cook the traditional local dishes together, with local produce.

It is a social entrepreneurship project to develop intergenerational solidarity among older adults and young professionals, in working activities that have also a social face.

LOCALIZATION:

Foggia, Italia

THEME AREA:

Employment

ACTORS:

Private entrepreneur, Einaudi Hospitality Institute

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service

DIGITAL ENVIRONMENT

SOCIETY

MOBILITY

BUILT ENVIRONMENT

III.11 Enoteca Maria

Enoteca Maria (*enoteca* is 'wine-shop' in Italian) is a special restaurant where retired women from different countries are cooking their favorite domestic dishes. This place took inspiration from the capacity to bring cultural traditions and passion about food towards cooking in a pleasant atmosphere within such particular and spontaneous community. This restaurant offers a wide range of activities and a particular menu that allows passioned grandmothers to express their talents. This restaurant have published an online book called Nonnas of the World that consist of a collection of receipts. Moreover, the restaurant organizes a digital platform where it is possible to check the calendar and organize events or participate in master classes.

The project opens new opportunities for older people to work, it helps them stay active, while being recognizable as a shop in the street. Its resonance is also enhanced by a strong connection with the digital platform.

LOCALIZATION:

New York City, USA

THEME AREA:

Cultural Integration, Engagement, Employment

ACTORS:

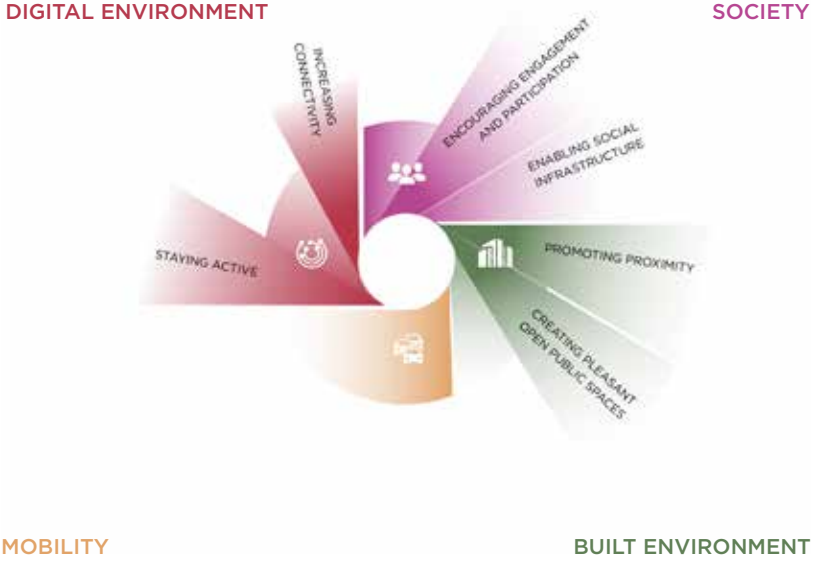
Private stakeholder Jody Scaravella

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.12 More engaged, more safe

The project Anziani Più Coinvolti Più Sicuri (translated as 'more engaged, more safe') is a personal assistance program carried out by healthcare and social services operators and volunteers, who work alongside elderly people to prepare together useful information tools for daily life and to face situations of difficulty and medical-health emergencies. It is composed of four tools: the Red Envelop, or a document that includes all fundamental health information about a person, an Emergency ID card held by both the person and the municipality containing numbers to call in case of emergency, a Lifeguard ID card with all sanitary information, and finaly Secure and Safe Block when more than four people in the building adhere to the programme, they create and can work as a small network.

Simple but effective programmes such as this one enhance the perception of safety and security by engaging the community and creating new social relationships.

LOCALIZATION:

Milan, Italy

THEME AREA:

Public Policies, Safety

ACTORS:

Municipality of Milan,
Housing cooperatives

SCALE:

City, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service

III.13 Social doorman

Developed by a public housing operator together with the Municipality of Milan, this project named Custode Sociale, literally 'social doorman', is a service for the people living in public housing in Milan (and often for over-65) that seek the help of a social operator. It is organized with two main objectives; monitoring and caregiving. The 'social doorman', being close to the inhabitants monitors the neighborhoods in order to guarantee phisycal and mental wellbeing, avoiding marginalization and offering services of orientation. A caregiver interveenes in case a specific help is required. They deal with different issues like little domestic helps, assisting in paying bills, assistance with the groceries, but also healthcare assistance.

Milan has developed a socially innovative project that builds on existing capacity and social relationships to improve caregiver services, and the quality of life and wellbeing of citizens.

LOCALIZATION:

Milan, Italy

THEME AREA:

Public Policies, Safety

ACTORS:

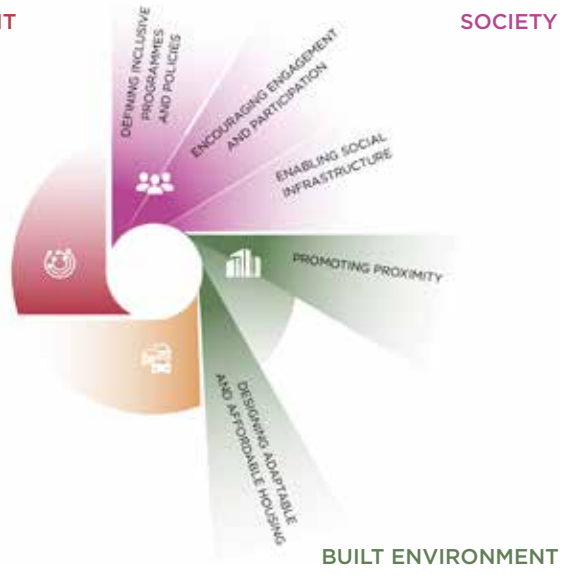
Municipality of Milan

SCALE:

City, Building

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.14 Zivot 90

Zivot 90 (established in 1990 in Prague) is a civil society organization whose services now cover all Czech Republic. They include community centres, social engagement and cultural programs, care services, a senior hotline and information support. Zivot 90 community centre provides a range of services, including information, advice on social and legal field, and psychological support. Zivot90 established a telephone hotline that offers continuous and free assistance to seniors in crisis situations when they feel alone or when they encounter domestic violence. In addition, Zivot 90 provides care service for seniors who need help in their own homes like serving food, dressing, escorts to doctors or cultural and social events.

Being a local project, tested in one city and then scaled up to the country, the organization's history, reputation, and diffusion are keys to its success to the point that it was involved in the formulation of the Czech National Programme on the Preparation for Ageing.

LOCALIZATION:

Czech Republic

THEME AREA:

Strong Communities, Healthcare, Safety

ACTORS:

Informal caregivers, NGOs, local public authorities, Zivot 90

SCALE:

Country

ACTION TYPOLOGY

- strategy
- project
- programme
- service

DIGITAL ENVIRONMENT

SOCIETY

MOBILITY

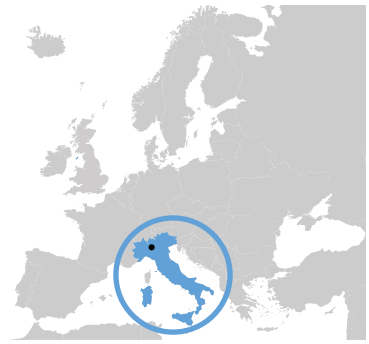
BUILT ENVIRONMENT

III.15 Labamoto Living Lab

Labamoto Living Lab consists of a mobile medical laboratory and clinic and particular healthcare programm. It is based on three main aspects: science, research and training. The flexibility of the laboratory due to its mobility makes it a great advantage for the elderly people who receive assistance in a more comfortable way. The project Labamoto works in different ways: it permits screening analysis, to determine pathological markers with high social impact to investigate the problem directly in-place. Other opportunities include conducting different kinds of exams (basic, advanced, specific) and to act as a prevention to the spread of some metabolic disease or genetic alterations brought from outsiders.

Labamoto project improves wellbeing, helps to maintain health, especially for the fragile categories like elderly or disabled people, and it shortens the urban distances required to go to the hospital or to sanitary service points.

LOCALIZATION:



Milan, Italy

THEME AREA:

Healthcare

ACTORS:

Università degli Studi di Milano

SCALE:

City

ACTION TYPOLOGY

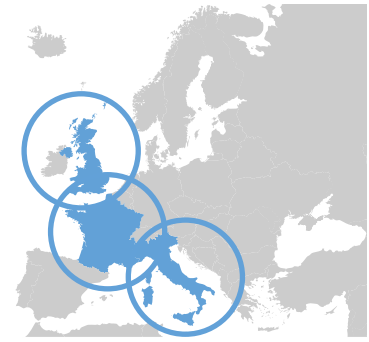
- strategy
- project
- programme
- service

III.16 HOST Services

The project HOST Services: Smart Technologies for Self-Service to Seniors in Social Housing is part of the Ambient Assisted Living Joint Programme, financially supported by the European Commission. It provides easy-to-use technologies and services in social housing flats to improve access to services, through Interactive TVs, smartphones and tablets, or PCs. The system provides an intuitive interface and every notice can be brought with a vocal message, so that partially sighted people will be able to interact. It improves the quality of life of people with special needs, simplifying ordinary everyday needs and providing assess to essential services (e.g. house management, home maintenance, health & medical assistance, e-commerce services, culture & entertainment and wellness & care).

The project enables new application scenarios of ICT for wellbeing in social housing estates, which could be potentially expanded to the neighbourhood.

LOCALIZATION:



France, UK, Italy

THEME AREA:

Safety, Welfare,
Senior Housing

ACTORS:

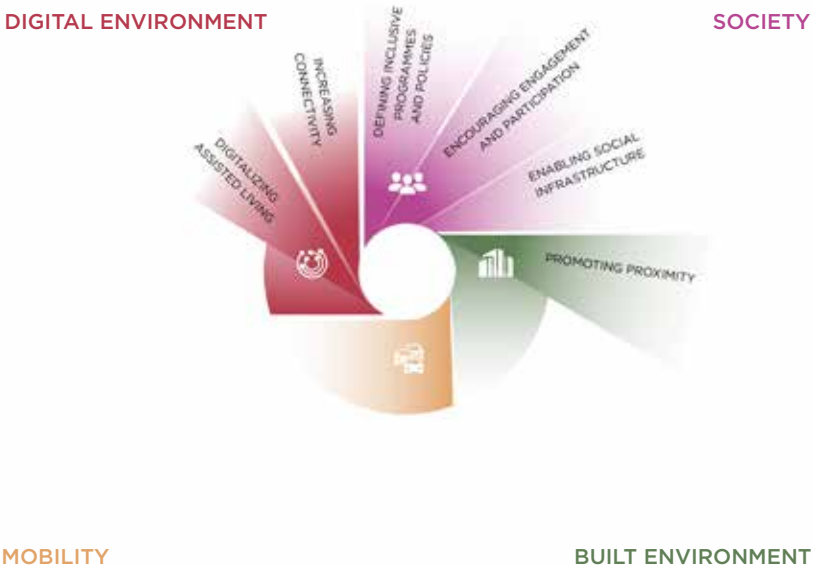
OPAC du Rhône (France)
FINABITA (Italy)
NCHA (United Kingdom)

SCALE:

Country

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.17 Linkki - VIP

The City of Jyväskylä provides a public transport service intended for everyone named Linkki - VIP. The fundamental innovation is flexibility: drivers can deviate from pre-established routes in case of need, to take the customer to their homedoor. The transport service does not need a high capacity, its main aim is to be inclusive. Thus, the vehicles used are mini-buses with a low floor platform for easy access. A trip costs the standard bus fare, and they are available in ticket offices. The service covers 6 areas in the city, displaying 6 main flexble routes.

It is a service designed inclusively for all citizens, especially for people with reduced mobility or in a fragile condition, such as older people who will get significant benefit from this service because it could radically enhance their mobility.

LOCALIZATION:

Jyväskyla, Finland

THEME AREA:

Mobility

ACTORS:

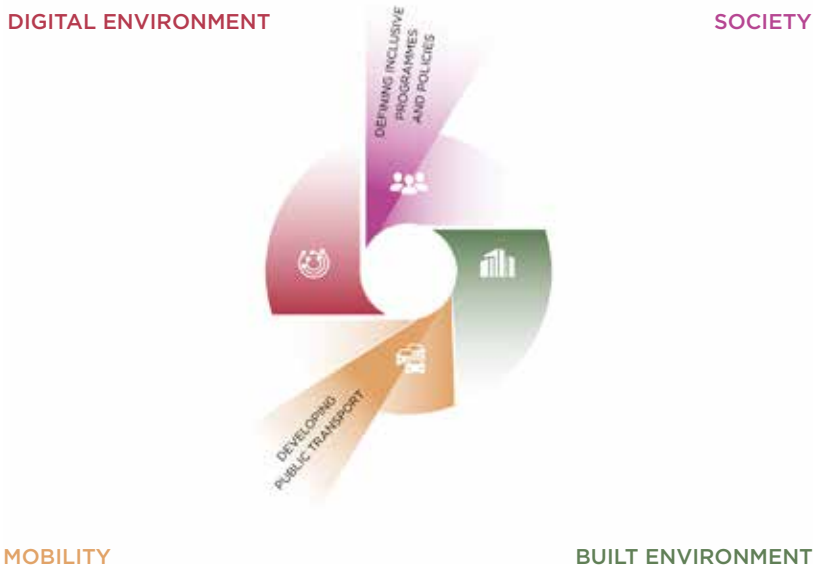
Municipality of Jyväskyla

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.18 Functional Parkour

Parkour is a sport originally from France as *l'art du dèplacement* which means the art of the movement in an urban environment. This kind of activity helps in improving the control of the body increasing coordination, mobility, resistance and preventing from injuries open air in our cities. For this reasons the Parkour can be practiced by everyone and nowadays a lot of courses of Functional Parkour are organized for elderly people in order to involve them in different activities and to encourage the participation in such exercise. The cities of Bergamo and Bolzano placed in parks useful tools to exercize such as the 'curved and zig zag bars' for coordination and movement, the 'mesh floor' for the mobility and balance , the 'knobs', the 'swing bridge' and many more.

The project Functional Parkour helps elderly for the improving mobility, preventing injuries, socializing and staying active. It is a healthy sport that also contributes to activating urban parks and open spaces.

LOCALIZATION:

Bergamo, Bolzano, Italy

THEME AREA:

Healthcare, Intergenerational

ACTORS:

Bergamo and Bolzano Municipalities and design consultants

SCALE:

Neighbourhood

ACTION TYPOLOGY

- strategy
- project
- programme
- service

DIGITAL ENVIRONMENT

SOCIETY

MOBILITY

BUILT ENVIRONMENT

III.19 Yokohama Walking Point

Started in 2014, Yokohama Walking Point programme is involving all the population over 40 years old in Yokohama, with special attention to older people, promoting healthy activity and regular training by walking. Applicants to the program receive a data-transmitting pedometer for free to keep on when they walk. When they stop along the way entering into one of the 1000 cooperating stores with special data readers installed, the number of steps is transferred to a system that gives scores to each participant. The scores are used to allow people entering a lottery, to support donations to the UN World Food Program, and also to collect information regarding urban population walking habits and activity.

The program encourages a new way of moving through the city in a more pleasant and sustainable way, creating social inclusion, improving local business, but also participation and involvement in the everyday lives of Yokohama citizens in their older age.

LOCALIZATION:

Yokohama, Japan

THEME AREA:

Active Participation, Healthcare, Mobility

ACTORS:

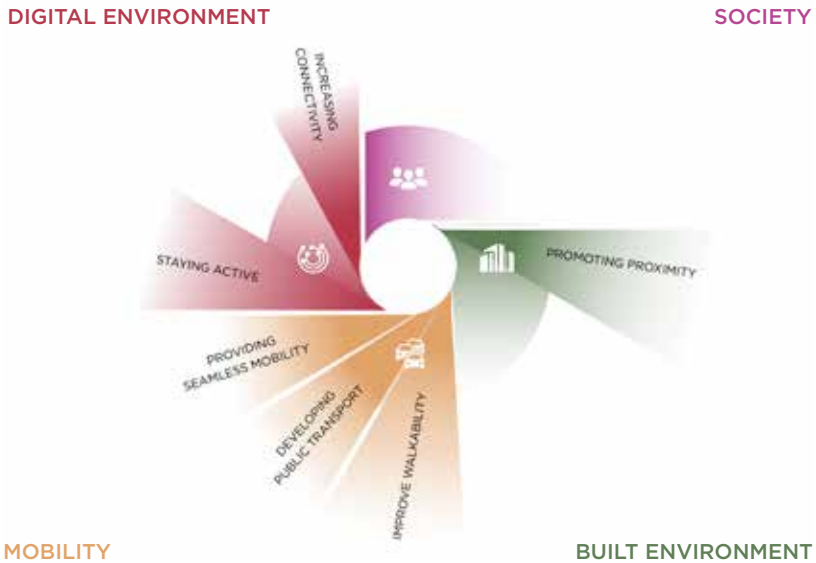
Shinya Koibuchi Director-General, Health and Welfare Bureau, City of Yokohama

SCALE:

City

ACTION TYPOLOGY

- strategy
- project
- programme
- service



III.20 Take a Seat

In 2015, the city of Nottingham started an initiative supported by Age-Friendly Manchester named Take a Seat is about providing streets with seats from the local businesses. The seats are recognizable by a symbol and they are extremely useful for all the people who have to do some business outside at some critical distance to walk back and forth. The initiative had around 300 local signatories who signed up across 28 local areas in the city. Placing seats around the city helps those people who have difficulties in moving to be more confident and to be more independent without being isolated.

It is a simple concept with limited costs, and applicable to many contexts. It has an impact both on the life of the streets and in the community more in general, in fact because it improves the social environment, while also creating benefits for local economies.

LOCALIZATION:

Nottingham, UK

THEME AREA:

Public Space, Mobility

ACTORS:

Greater Manchester Combined Authority, Older People's Network, Southway Housing

SCALE:

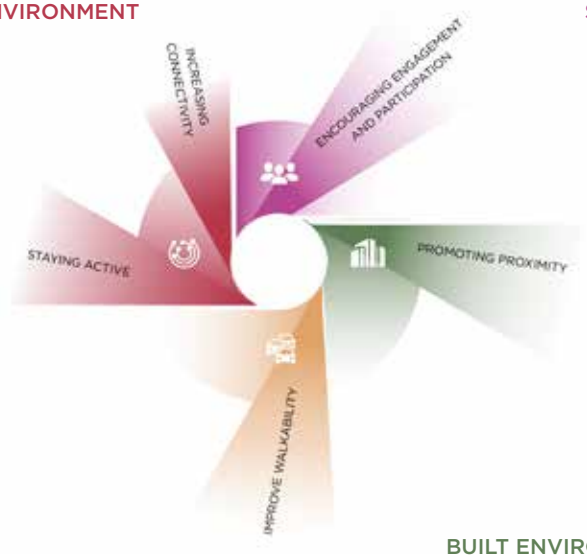
City, Neighbourhood

ACTION TYPOLOGY

- strategy
- project
- programme
- service

DIGITAL ENVIRONMENT

SOCIETY



MOBILITY

BUILT ENVIRONMENT

IV. Design

Which actions can support the development of age-friendly communities and cities?

The research activities described in the previous chapter - Interact, Assess and Compare - are fundamental to Design a strategy neighbourhood for all ages, including older age.

Design is defined in this research as a learning and consultative activity to guide decision makers with the help of creative thinkers, technical experts, and the community. The aim is to stimulate the identification of potential opportunities, partnerships, and concrete actions that define a strategy of interventions.

The assessment helps identifying strengths and weaknesses of the area according to an established framework, linking facts and figures, the results of surveys, workshops, and informal interviews, often in an unexpected way.

The benchmark is meant to be an archive of materials to inform discussion with stakeholders during consultation processes, and accelerator workshops.

In Gallaratese, the project team identified 8 opportunities and relative stakeholders to pursue the 12 goals grouped in 4 lenses of the framework. Three actions and their timeframe suggest the potential viability of each opportunity.

12

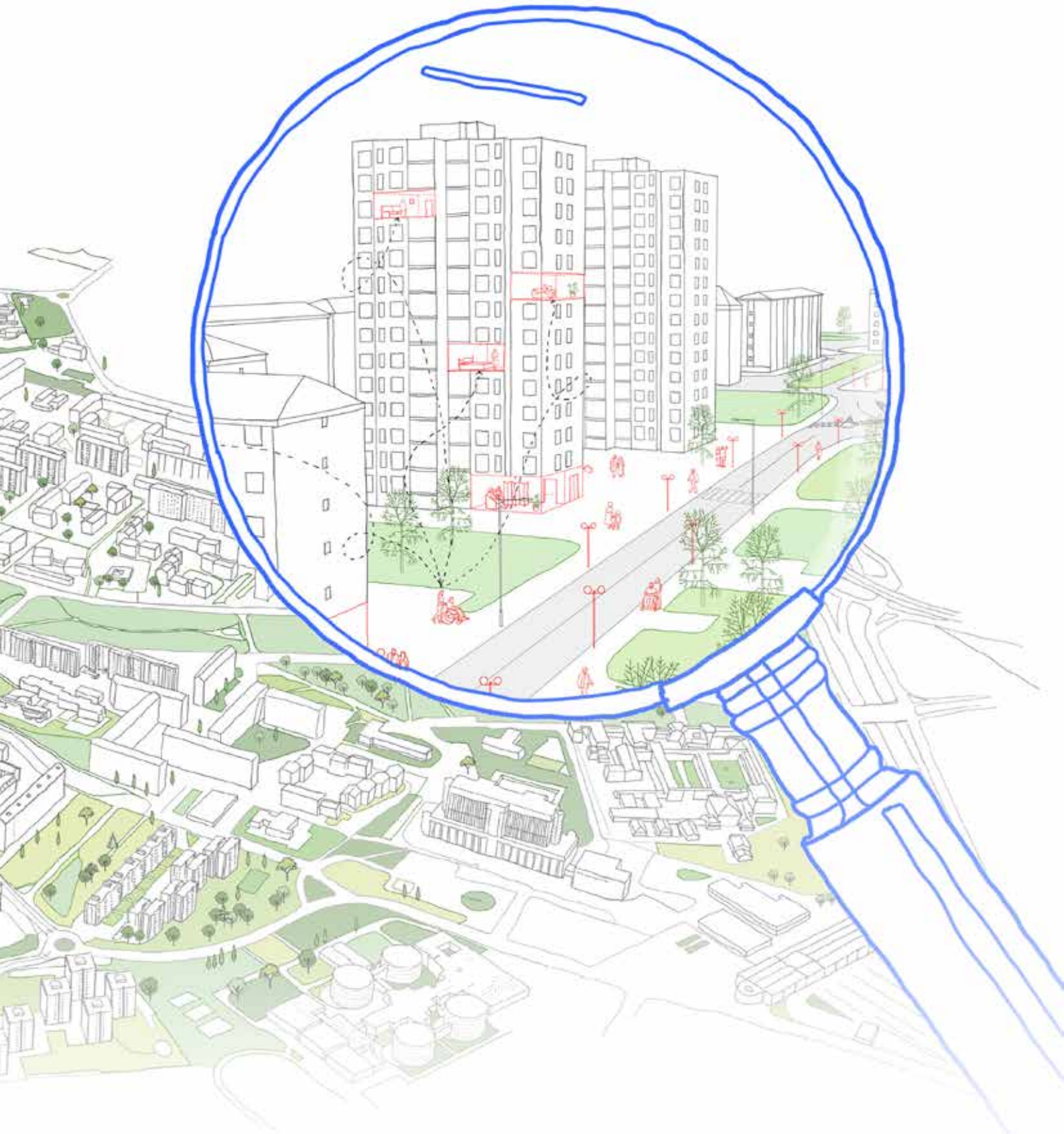
Goals to guide the action towards the development of age-friendly cities.

8

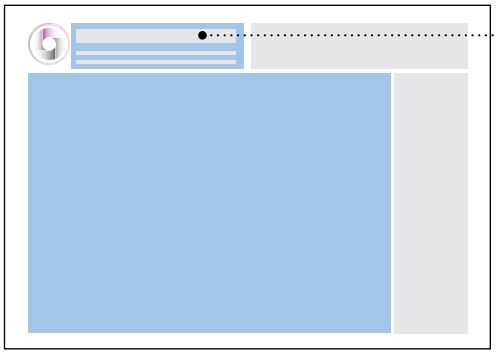
Opportunities identified thanks to the quantitative and qualitative analysis carried out.

24

Actions designed to shape a age-friendly neighbourhood able to satisfy the needs of older people.



How to read the chapter

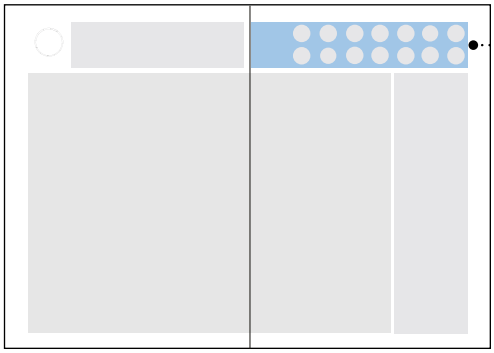


OPPORTUNITIES

- Intergenerational school creation
- Bonola shopping and community center
- Cooperation network establishment
- Open spaces and buildings
- Guardians rooms re-activation
- Pedestrian mobility incentivization
- Public transport adaptation
- Local communication digitalization

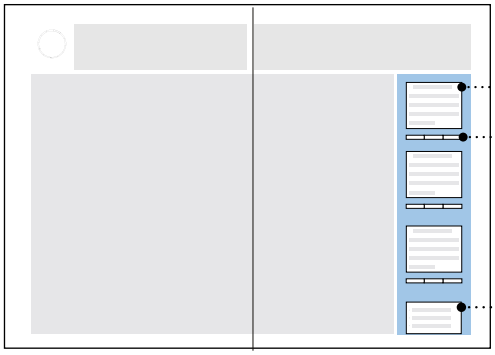
LENS

Each action will be evaluated according to the 4 lenses: society, built environment, mobility and digital environment.



STAKEHOLDERS

- Municipality
- Health services
- Schools
- Funders
- Inhabitants
- Building managers
- Citizens
- Mobility services
- Other services
- Sport centers
- Social services
- Volunteers
- Private business
- Religious centers



ACTION

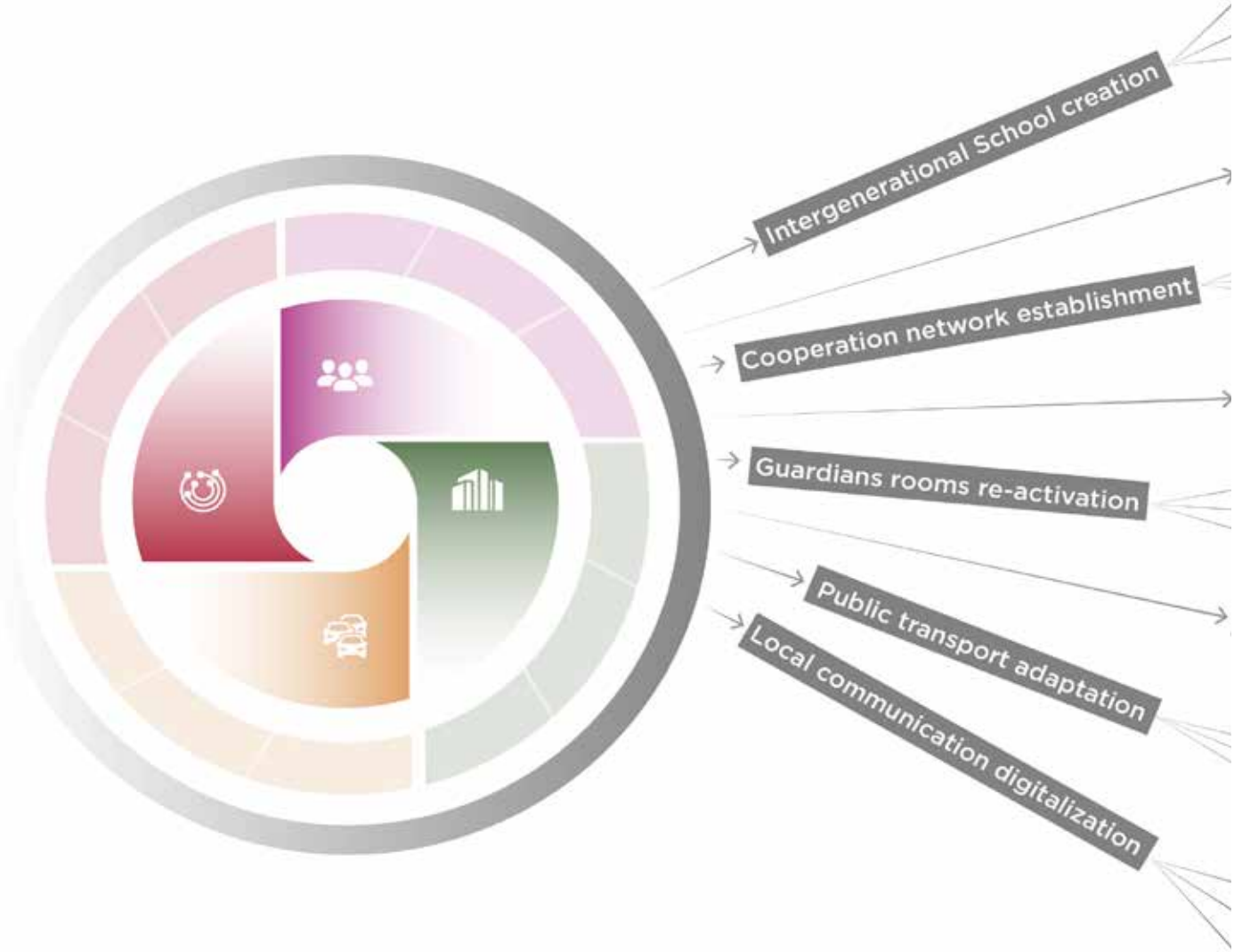
TERM

- Short term
- Medium term
- Long term

BENCHMARK

From goals to opportunities and actions

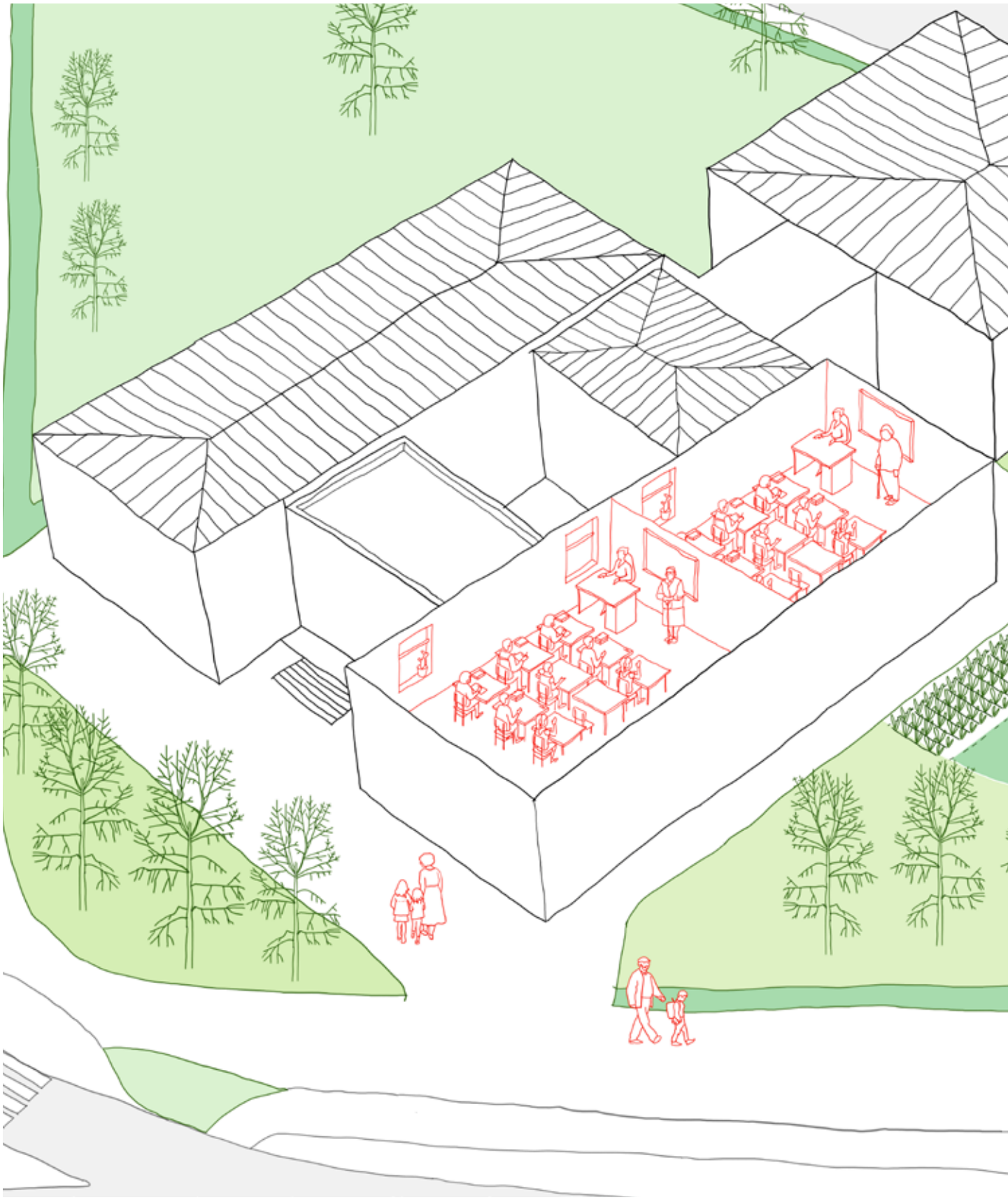
On the basis of the goals identified and described in the previous chapters, 8 opportunities of intervention were identified. Then, for each opportunity were defined 3 actions oriented towards the development of an increasingly elderly-sized neighborhood.



GOALS
OPPORTUNITIES
ACTIONS
Creating a fairy-tales corner
Encouraging intergenerational workshops
Organizing accompanying activities in school & home
Bonola Shopping and community center
Disseminating information regarding neighbourhood activities
Regenerating abandoned indoor and outdoor spaces
Providing travelling services
Enhancing the social cooperative network
Encouraging the development of a social platform
Planning a calendar of events for the community
Open spaces and buildings
Ensuring the urban comfort
Re-activating the public realm
Transforming public spaces together with the inhabitants
Enhancing collective living
Creating General Practitioner's clinics
Implementing shared assistance service
Pedestrian mobility incentivization
Providing Pedibus service
Improving dedicated pedestrian paths
Monitoring the integrated cycling/pedestrian network
Identifying the strategic locations of Public Transport stops
Providing on-demand transportation services
Establishing a shuttle service connecting main strategic services
Encouraging digitalization
Promoting the implementation of technological devices
Implementing the neighbourhood website

Intergenerational School creation

Encourage activities that foster the integration between generations in order to combine the necessities of young and old inhabitants, respectively: the former needing care and spare time and the others willing to consider themselves useful and less isolated.



INTERACT

- Municipality
- Health services
- Volunteers
- Religious centres
- Building managers
- Inhabitants
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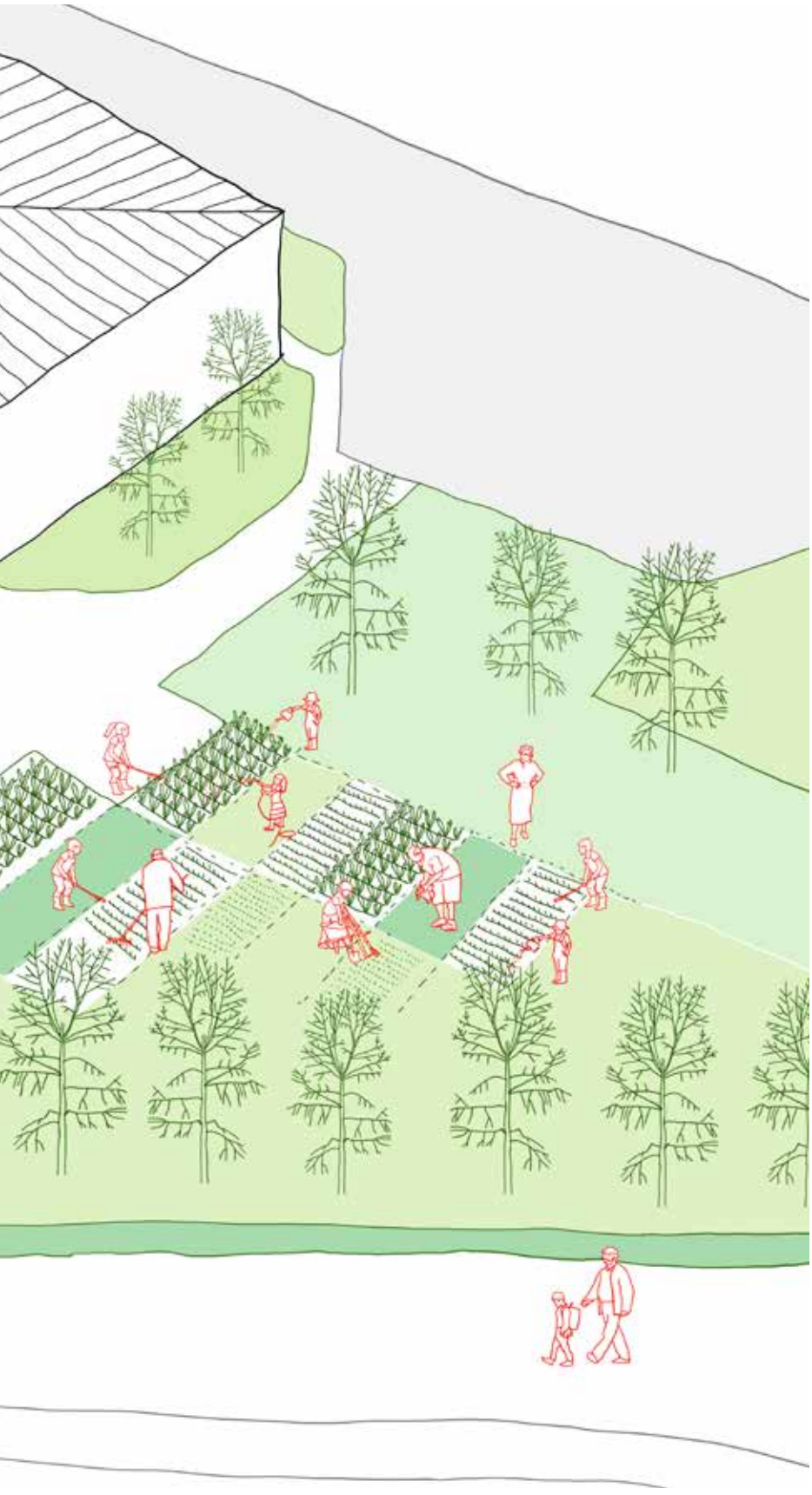
- Other Services
- Private business
- Citizens
- Mobility services
- Sport centres
- Funders



DESIGN

Creating a fairy-tales corner

Setting up meetings and events focused on elderly's narrative with the aim of emphasizing values and histories from the collective memory.

Short term

Encouraging intergenerational workshops

Organizing workshops to provide dynamic opportunities for involving young and elderly people in mutual exchange of their knowledge.

Medium term

Organizing accompanying activities in school & home

Enhancement of grandparent figure as a person who offers his or her own time to take care of children.

Medium term

COMPARE

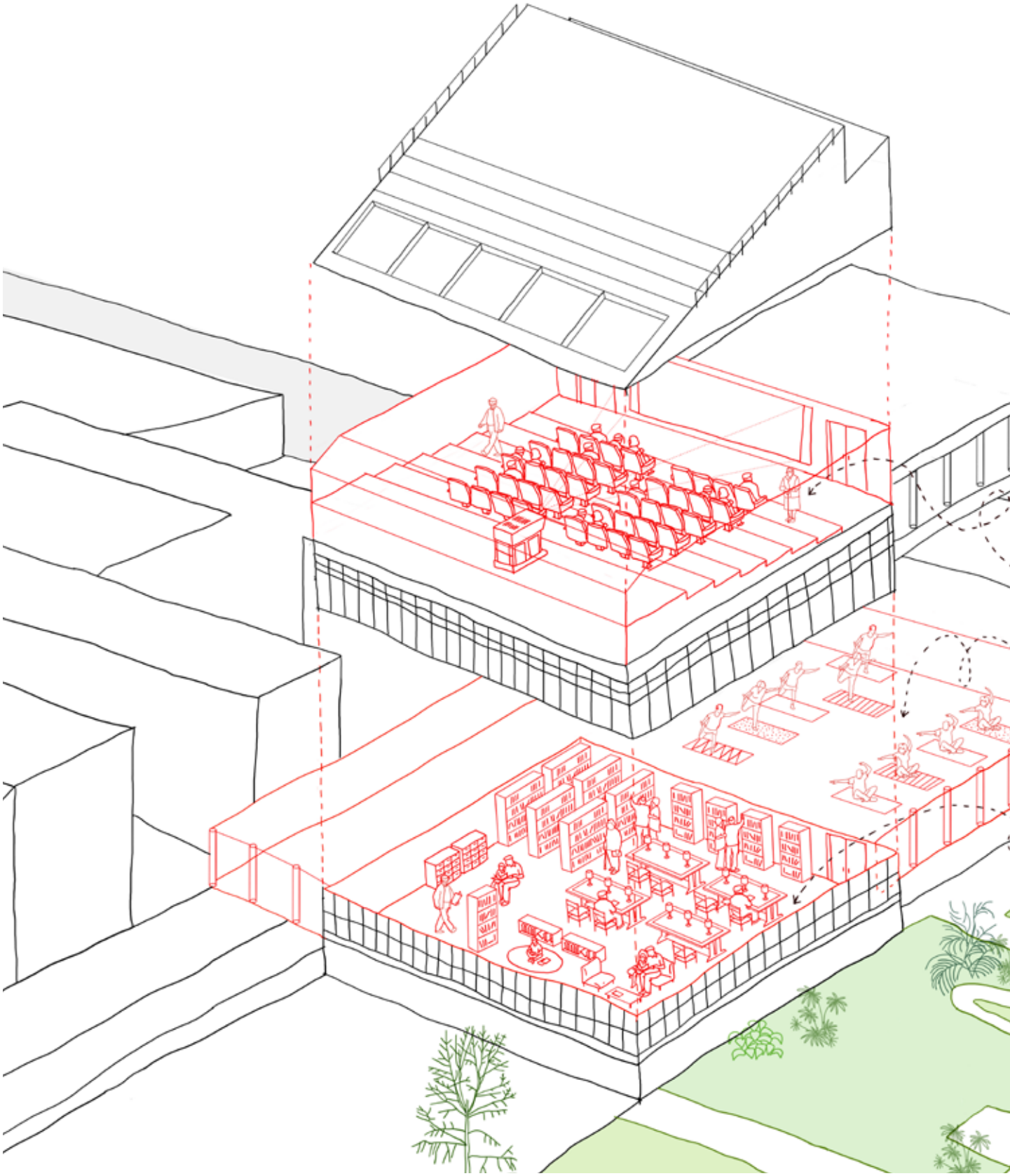
III.6 Multi-Generation Houses

III.7 ABI project

III.8 Grandparenting as a community center

Bonola Shopping and Community Center

Exploit and increase Bonola Shopping and Community Centre attractiveness that is already an active and important interest point due to its mixed-use character integrating shopping centres with a public library and administration offices.



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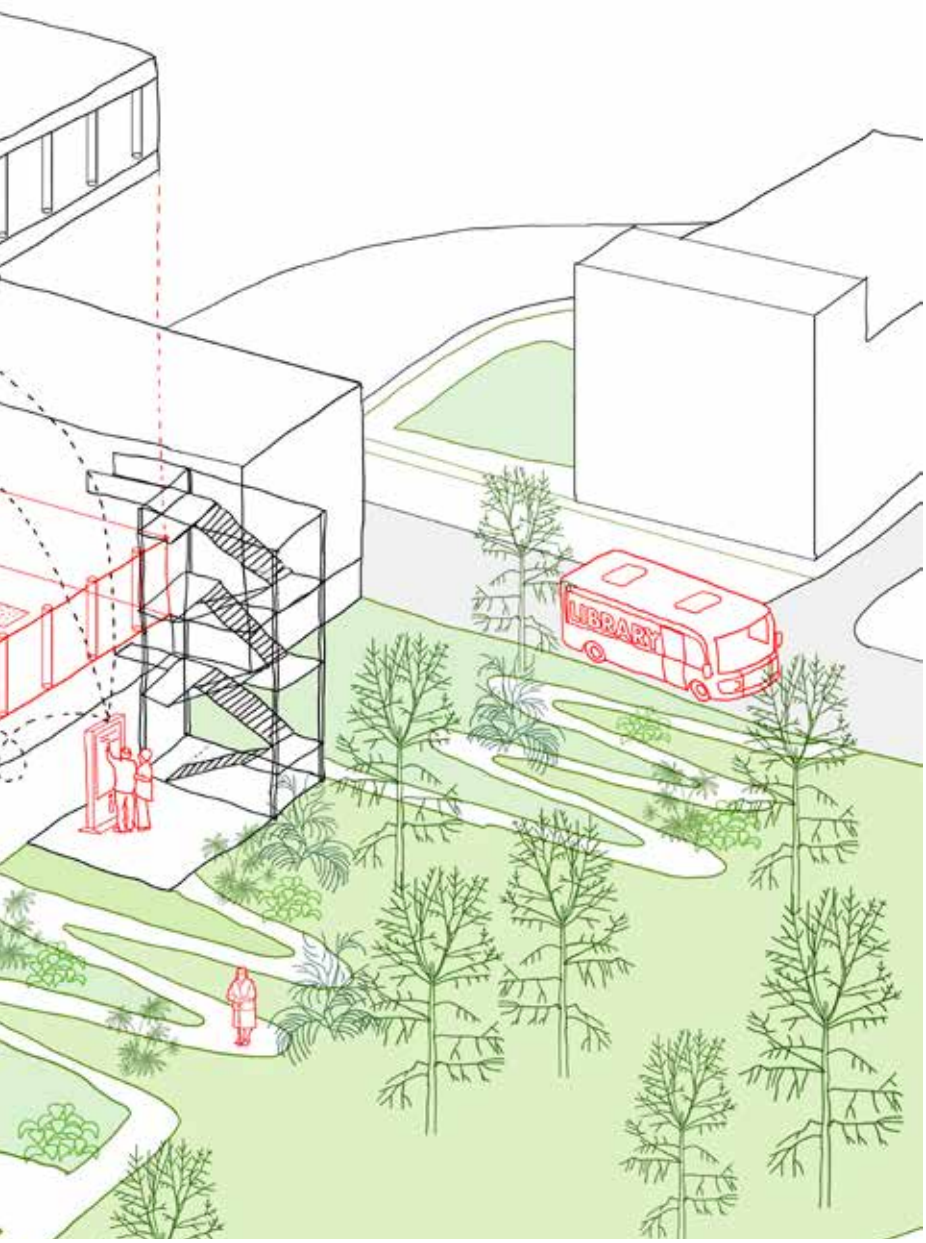


DESIGN

Disseminating information regarding neighbourhood activities

Benefit from high popularity to promote activities hosted in other community centres (health-care services, leisure facilities, etc.).

Short term

Regenerating abandoned indoor and outdoor spaces

Identification and utilization of vacant spaces to organize activities addressed specifically to elderly population such as workshops, meetings, film clubs, etc.

Medium term

Providing travelling services

Travelling services with on-line reservation connecting Bonola to other points of neighbourhood such as guardian rooms, described further.

Long term

COMPARE

III.3 Measure for active ageing Barcelona

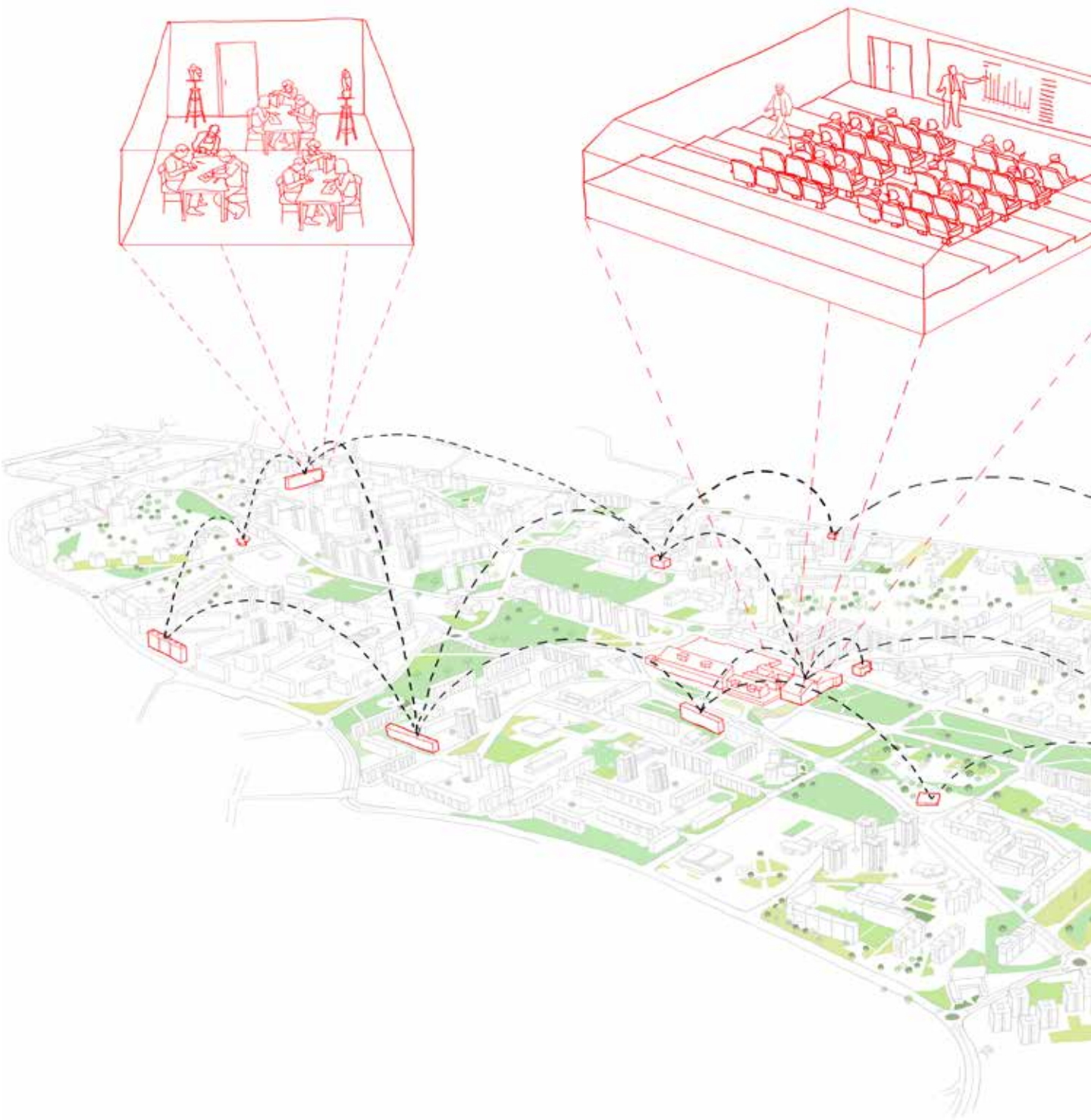
III.10 Forquette

III.11 Enoteca Maria

III.15 Labamoto Living Lab

Cooperation network establishment

Enhance the existing cooperation among community centres involved in recreational and gathering activities in order to encourage a broader and more diversified offer for different age groups thus fostering the social cohesion.



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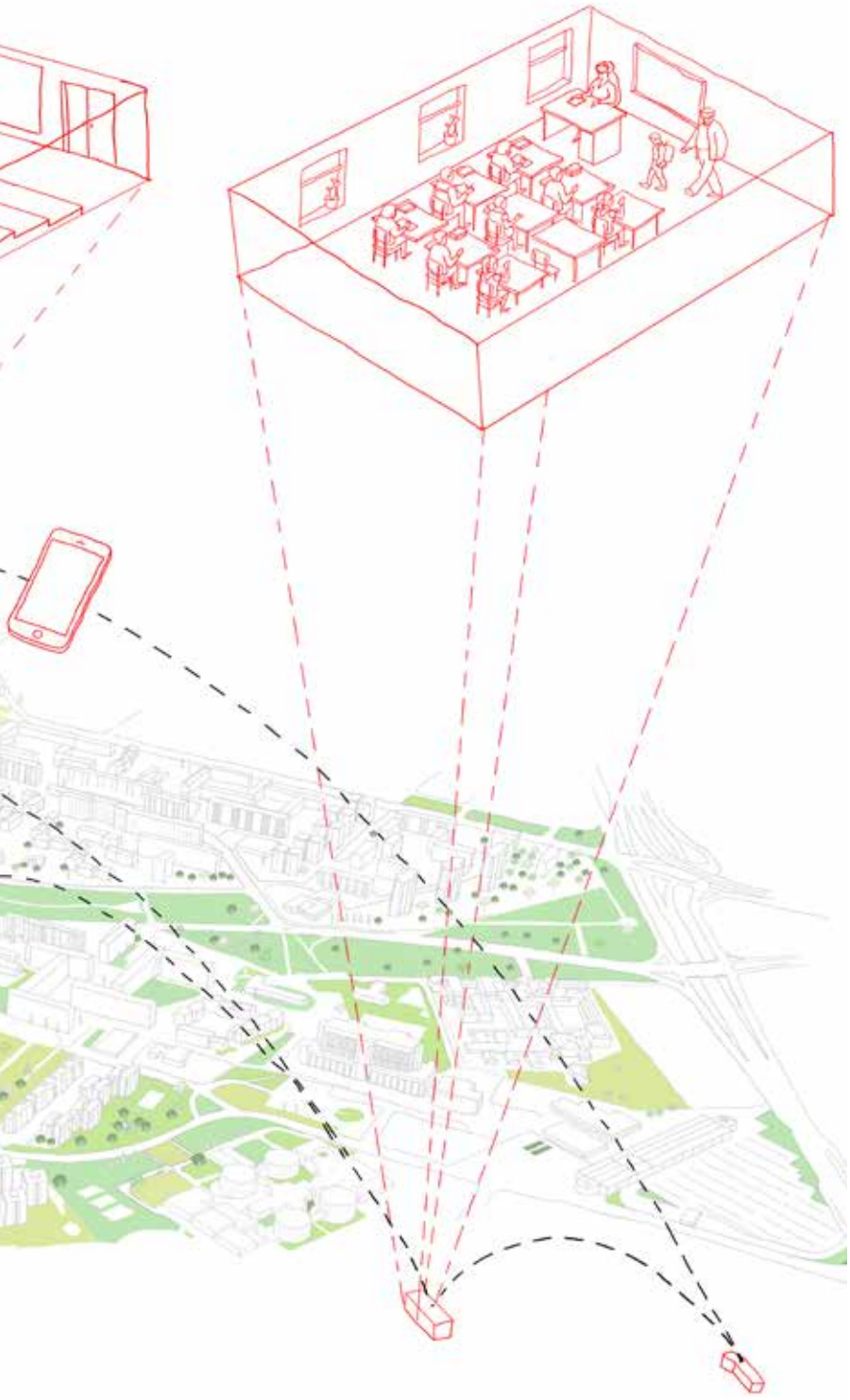


DESIGN

Enhancing the social cooperative network

Plan regular appointments and identification of a meeting place for local organizations involved in the neighbourhood life.

Short term

Encouraging the development of a social platform

Organize a unique social network platform connecting Bonola inhabitants through a digital platform easily accessible for senior citizens.

Medium term

Planning a calendar of events for the community

Organize the program of events for all age groups throughout the year.

Long term

COMPARE

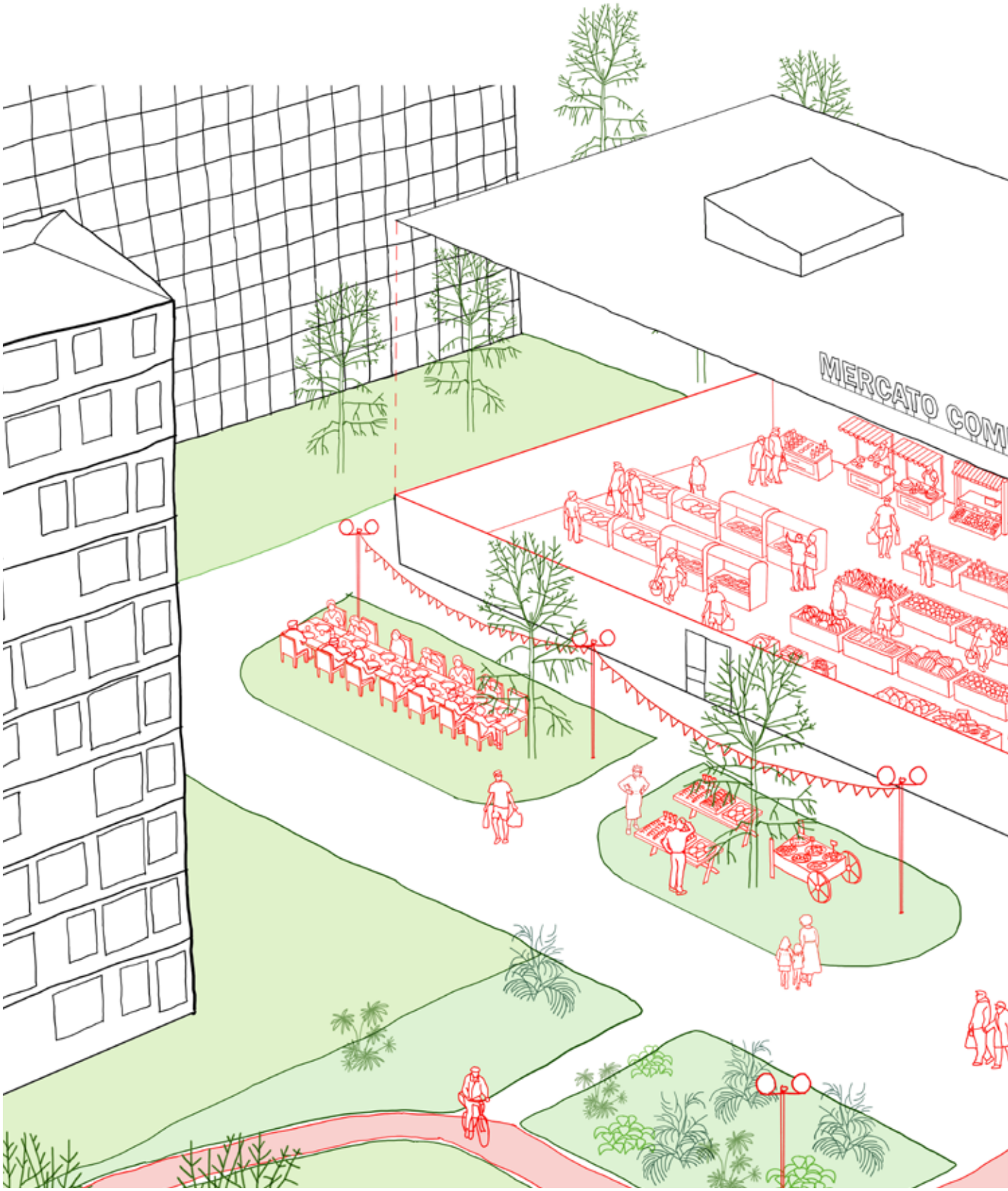
III.9 Gilde Nederland

III.12 More engaged, more safe

III.14 Zivot 90

Open spaces and buildings

Spatial recognition within the neighbourhood as an opportunity for urban regeneration through the identification of vacant places to be reactivated and restored to the community.



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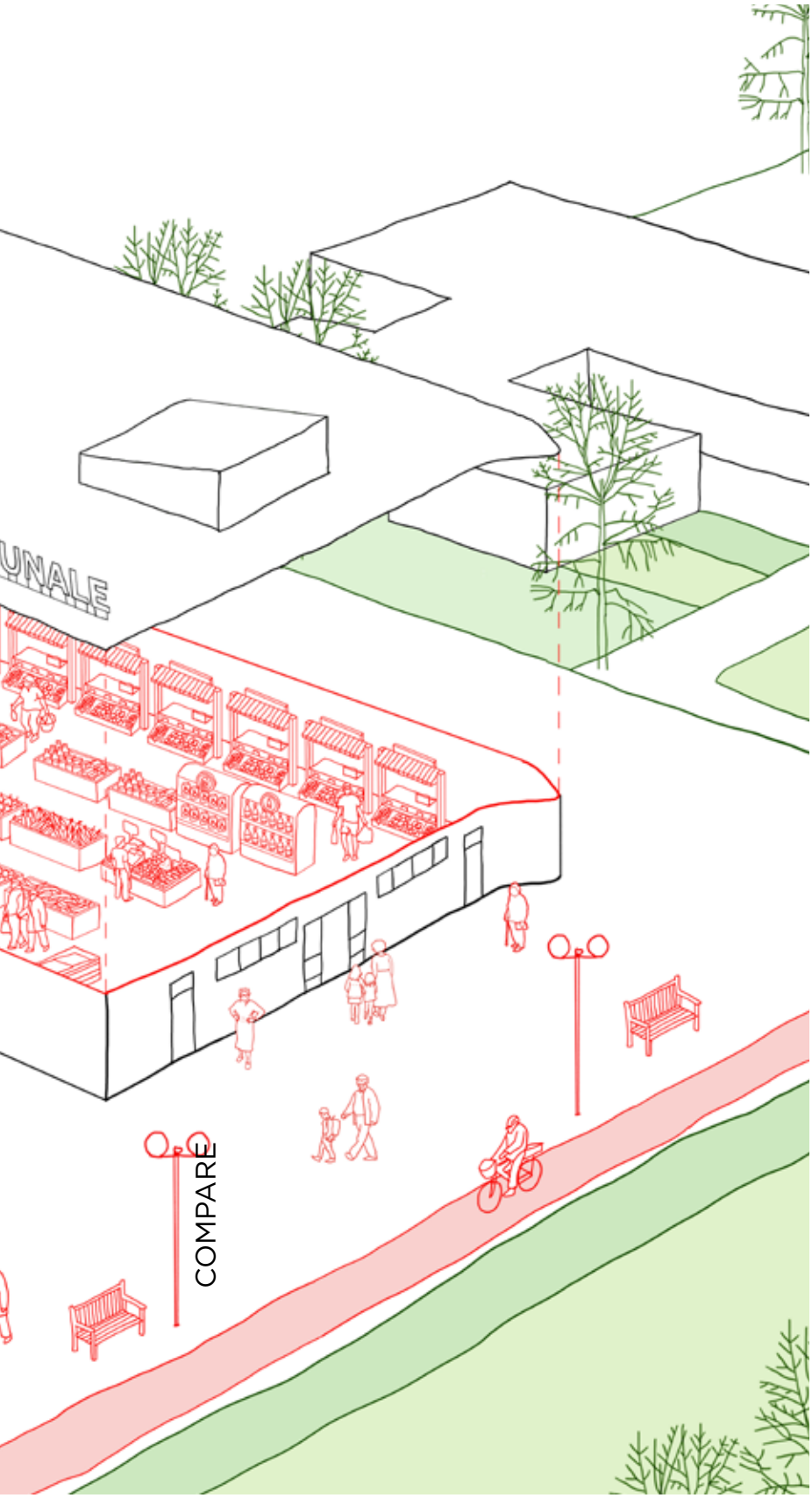

DESIGN

Ensuring the urban comfort

Ensure a pleasant urban experience by improving street lighting and urban furniture.

Short term

Re-activating the public realm

Planning temporary events in order to re-activate the abandoned or under-used public realm.

Medium term

Transforming public spaces together with the inhabitants

Encourage the inhabitants through competitions and meetings for collective redesign and promoting the maintenance and overhaul for the public spaces.

Long term

COMPARE

III.1 Age friendly NYC

III.2 DWELL Sheffield

III.18 Functional Parkour

III.20 'Take a seat' for age friendly neighbourhood

Guardians rooms re-activation

Identification of available spaces at the ground floor of residential buildings (e.g. abandoned guardian rooms) in order to re-activate them by hosting neighbourhood services addressed to both residents and the community.

INTERACT

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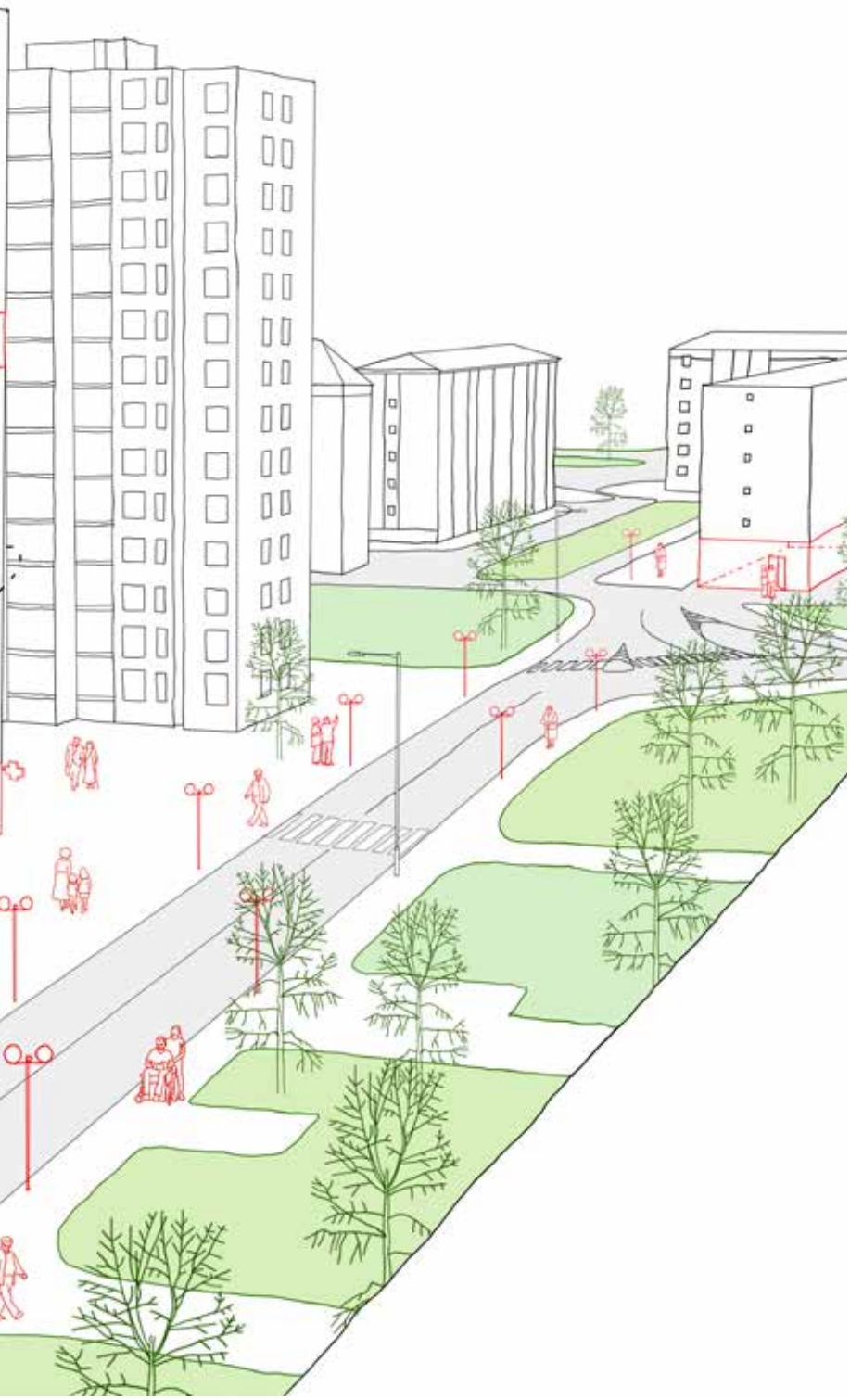


DESIGN

Enhancing collective living

Use the guardian-rooms to promote community activities: workshops, events, computer courses, etc.

Short term

Creating General Practitioner's clinics

Spreading the general practitioner's clinics on predetermined frequencies.

Medium term

Implementing shared assistance service

Identification of specific services to be shared with residents and the neighbourhood community: condominium's caregiver, health-care professionals, etc.

Long term

COMPARE

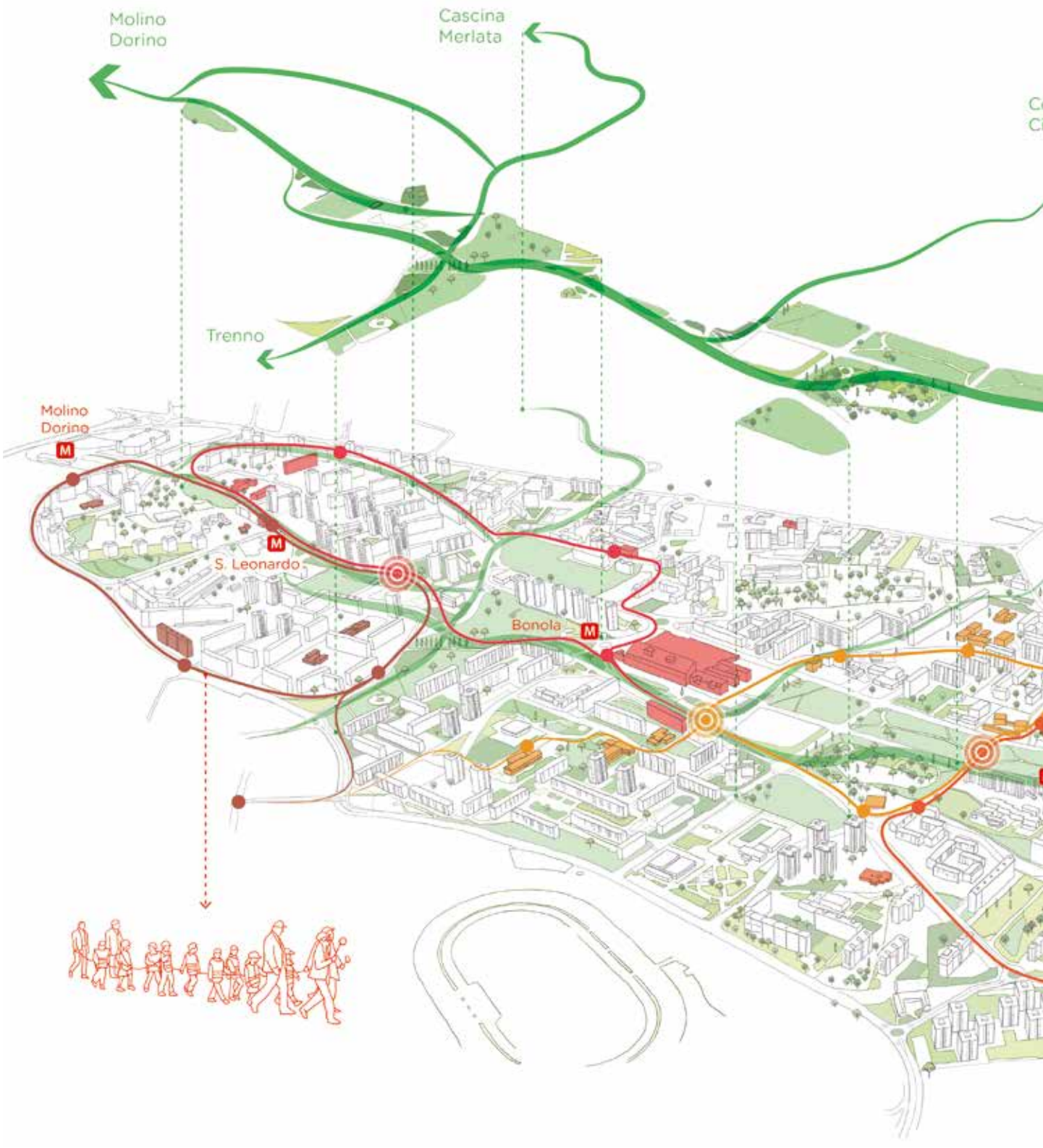
III.5 Older Womens Co-Housing

III.6 Multi-Generation Houses

III.13 Social doorman and caregiver

Pedestrian mobility incentivization

Encouraging old inhabitants to leave their house by facilitating and supporting their trips toward the points of interest thus reducing isolation, enhancing urban security and improving quality of life.



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DESIGN

Providing Pedibus service

Organizing collective walking trips towards the neighbourhood activity centres (gathering places, clinics, ect.) aiming at increasing the physical activity and perception of security.

Short term

Improving dedicated pedestrian paths

Improving the main pedestrian paths with adequate safety condition, effective way-finding and well equipped rest facilities.

Medium term

Monitoring the integrated cycling/pedestrian network

Monitoring the cycling and pedestrian network, users' behaviour and active mobility patterns in general; locating urban shelters and bus stops strategically.

Long term

COMPARE

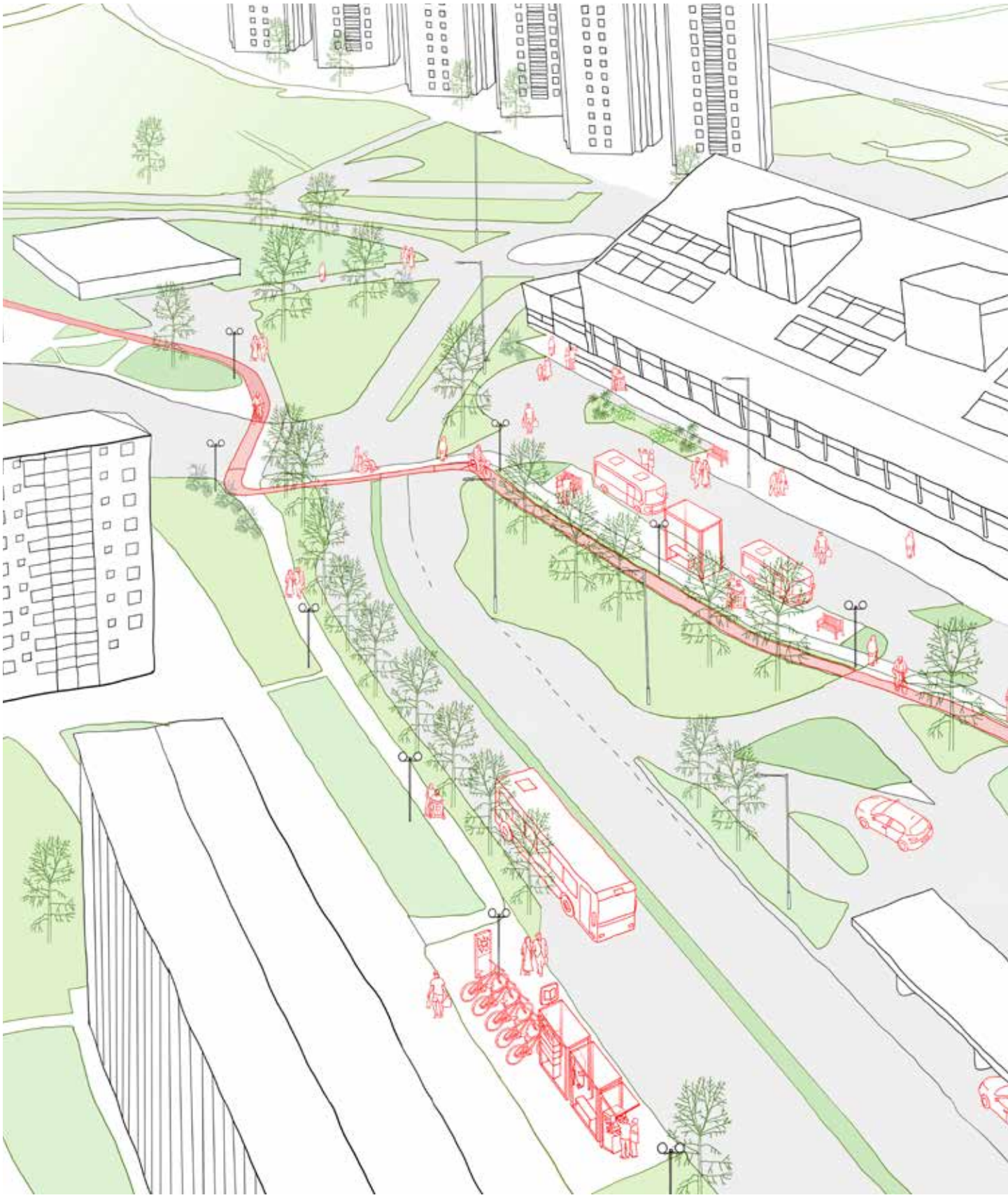
III.4 Ageing neighbourhood Lauttsaari

III.19 Yokohama Walking Point

III.20 'Take a seat' for age friendly neighbouhood

Public transport adaptation

Support the mobility of old people by delivering tailored solutions to their daily necessities in different weather conditions.



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- Funders

DESIGN

Identifying the strategic locations of Public Transport stops

Planning a dedicated public transport service by intensifying stops density across urban areas with higher density of elderly population.

Short term

Providing on-demand transportation services

Offer on-demand transportation services to elderly population, ensuring independence and mobility comfort (e.g. extension of Radiobus operating time).

Medium term

Establishing a shuttle service connecting main strategic services

Providing shuttle services increasing connectivity with strategical facilities, inside and outside the neighbourhood (hospitals, clinics, ect.).

Long term

COMPARE

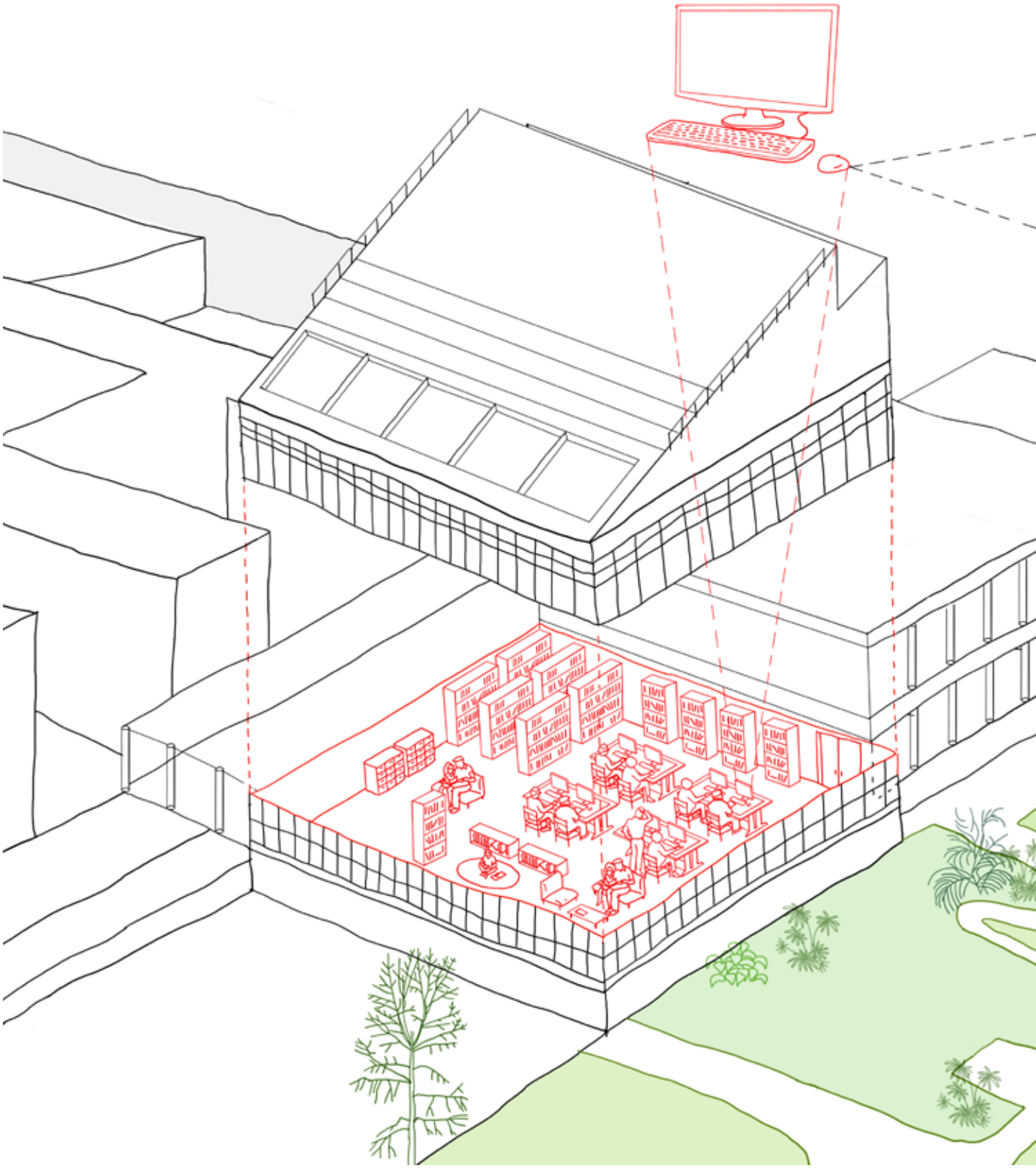
III.1 Age friendly NYC

III.2 DWELL Sheffield

III.17 Linkki - VIP

Local communication digitalization

Overcoming the communication barriers to the old and strengthening the community network through digital devices alongside the traditional communication channels.



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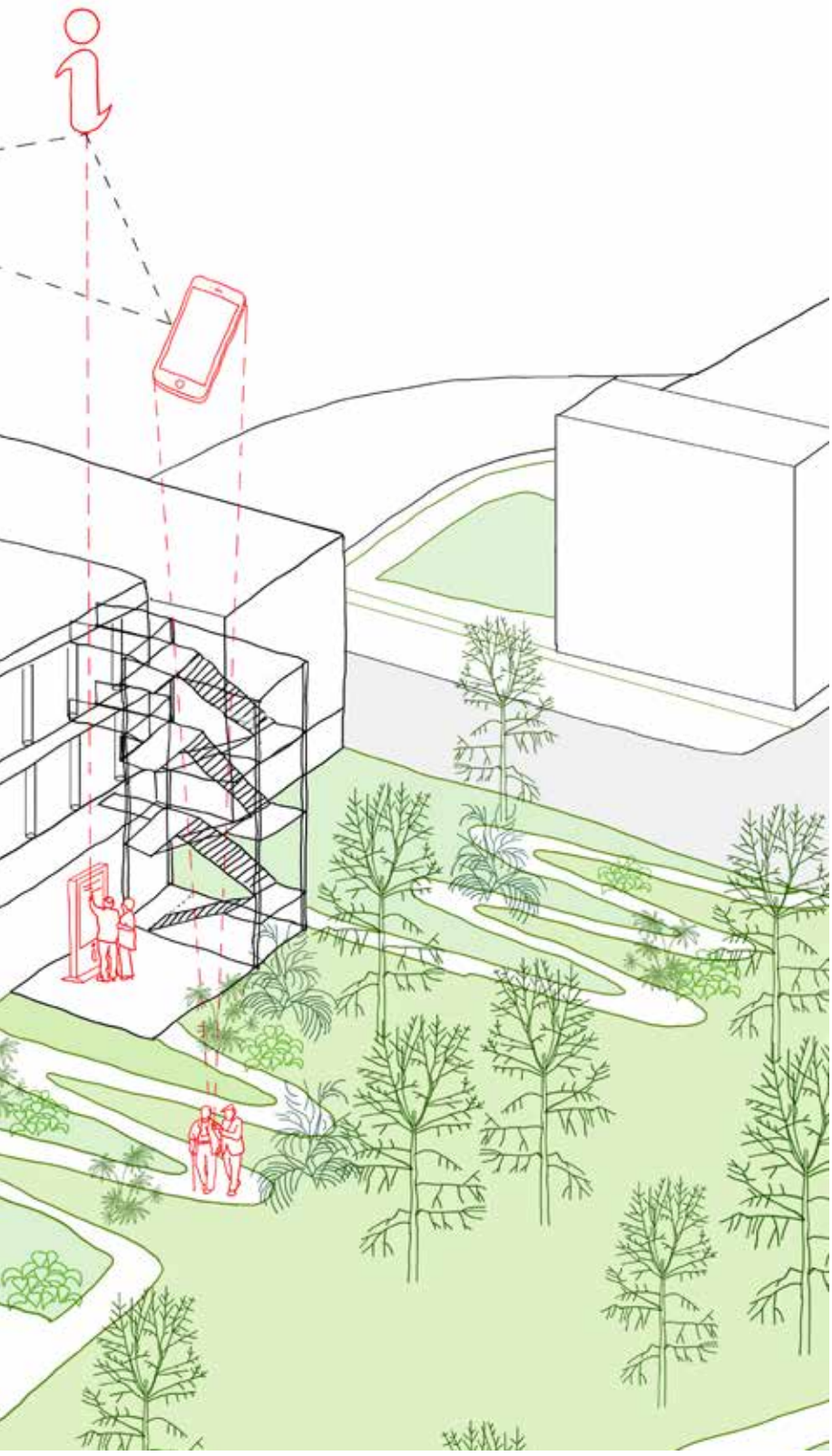


DESIGN

Encouraging digitalization

Incentivize the organization of computer courses in order to encourage digitalization and support elderly during computer based and online operations (online home-banking, etc.)

Short term

Promoting the implementation of technological devices

Dissemination of technological devices in the neighbourhood: information totems, responsive furniture and interactive way-finding.

Medium term

Implementing the neighbourhood website

Implementation of website for information and data regarding neighbourhood, inhabitants' stories and news edited by volunteers and supervised by local authority.

Long term

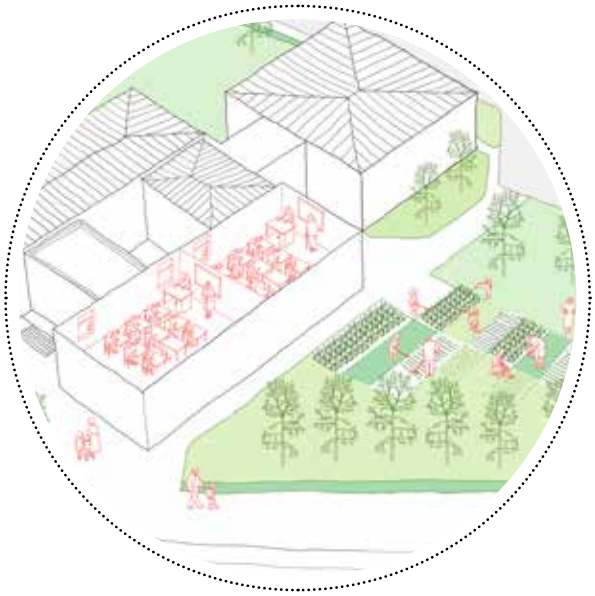
COMPARE

III.3 Measures for active ageing Barcelona

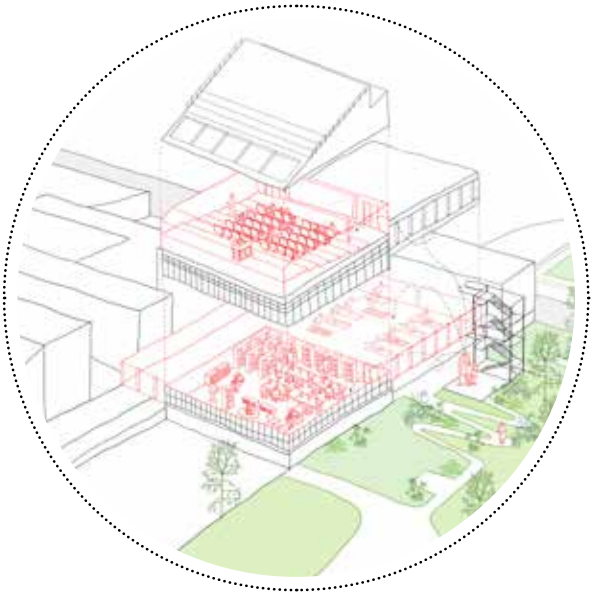
III.9 Gilde Nederland

III.16 HOST Services

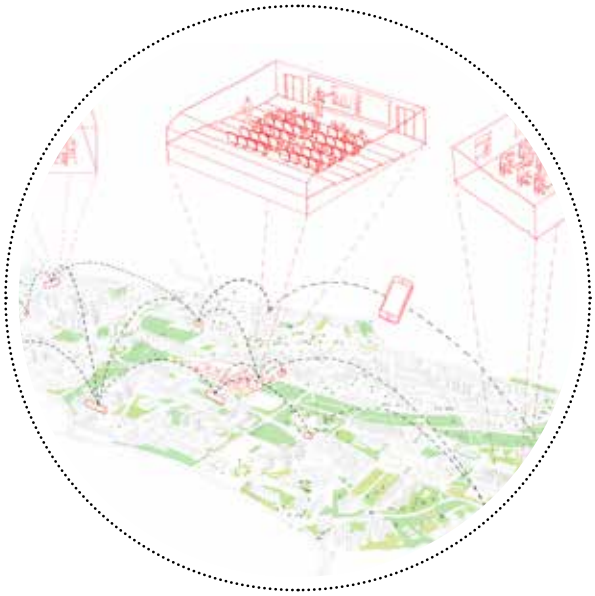
Summary of the recommended opportunities



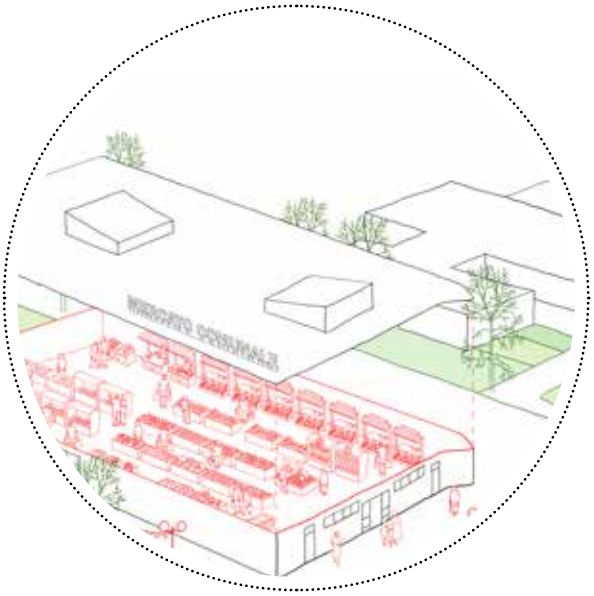
Intergenerational school creation



Bonola shopping and community center

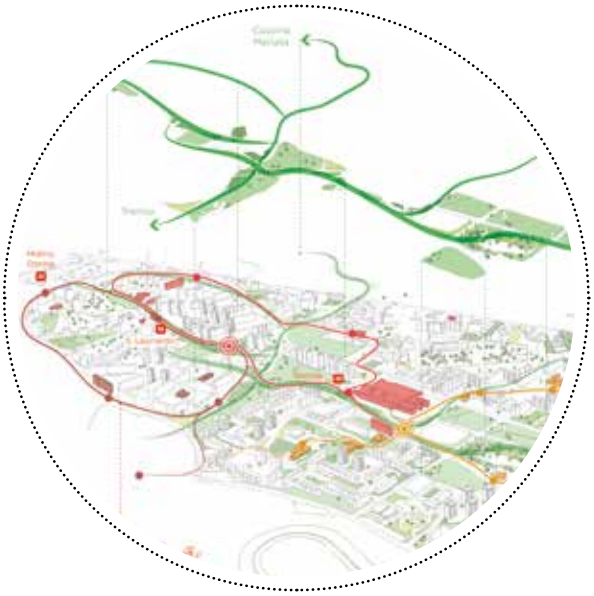


Cooperation network establishment



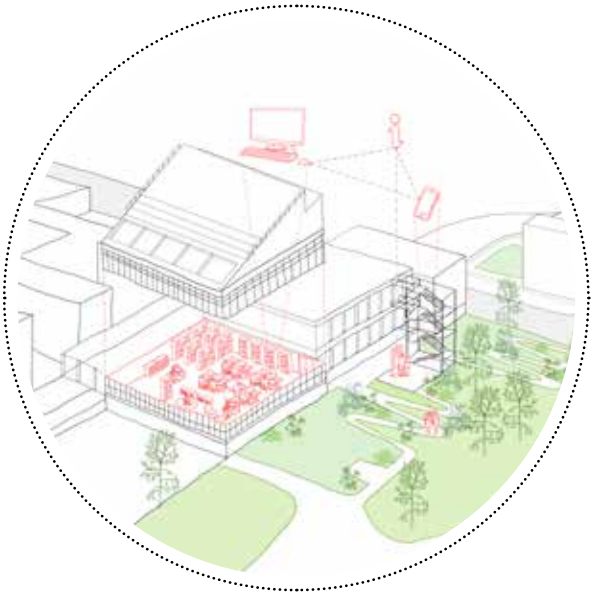
Open spaces and buildings

Guardian rooms
re-activation



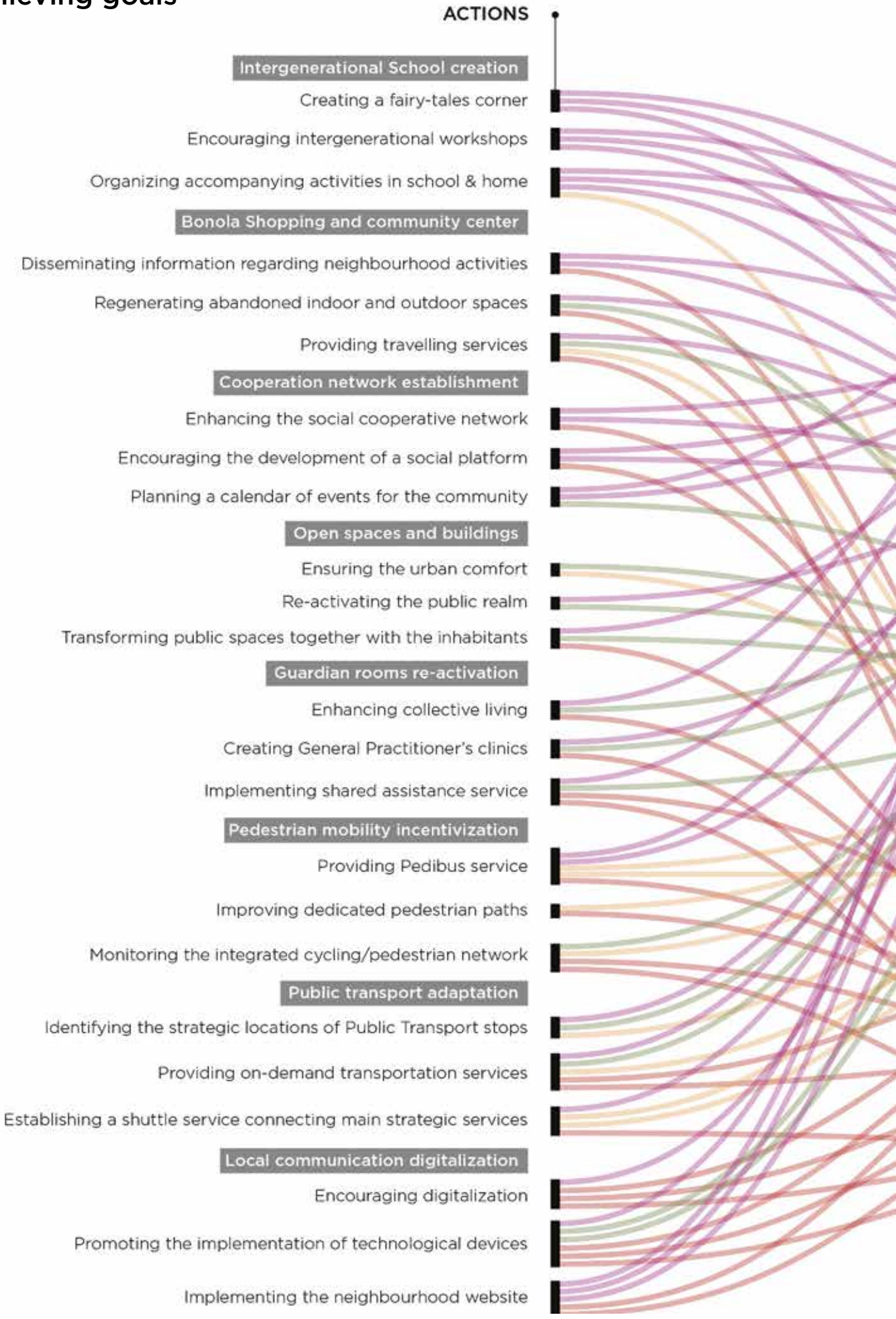
Pedestrian mobility
incentivization

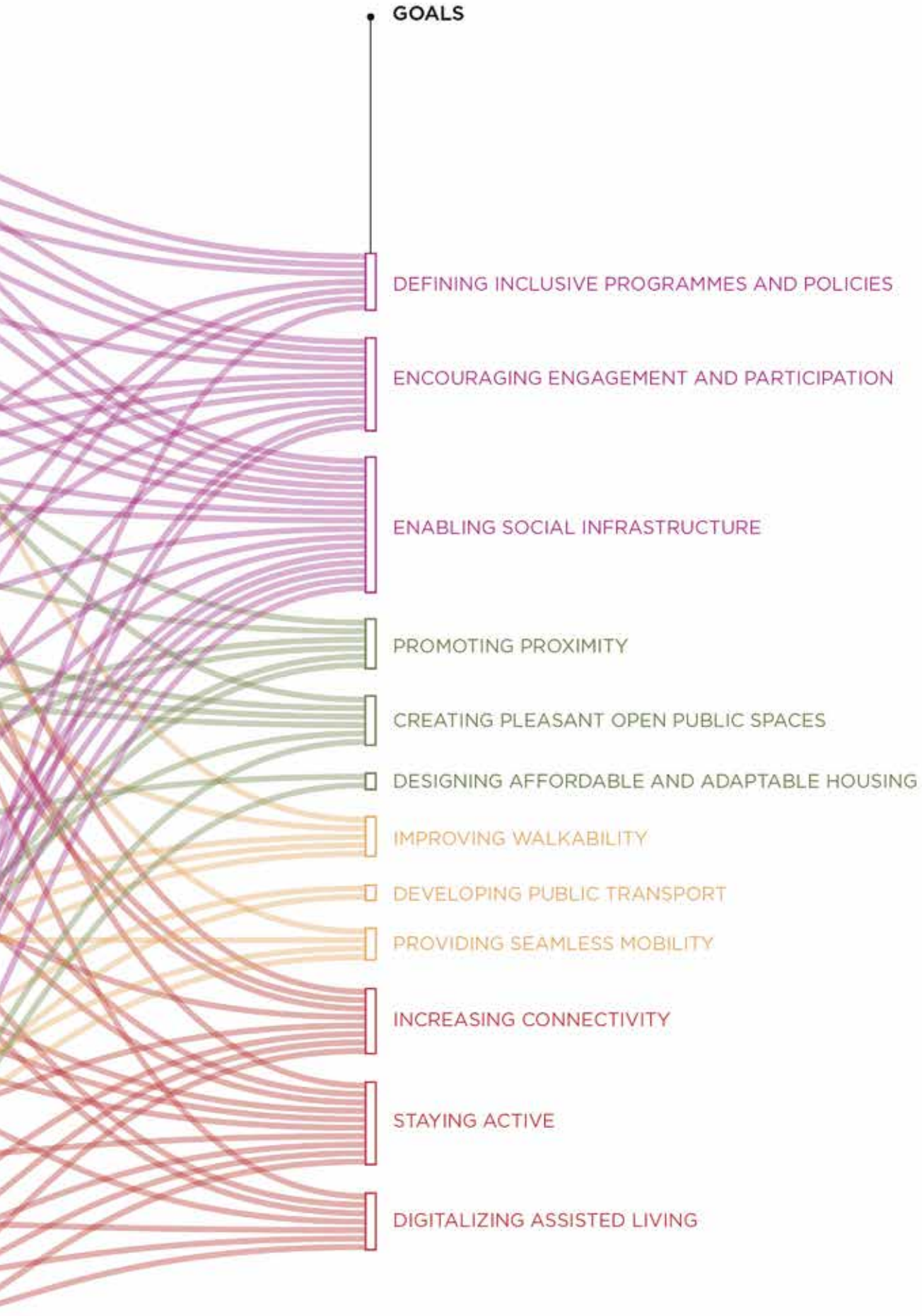
Public transport
adaptation



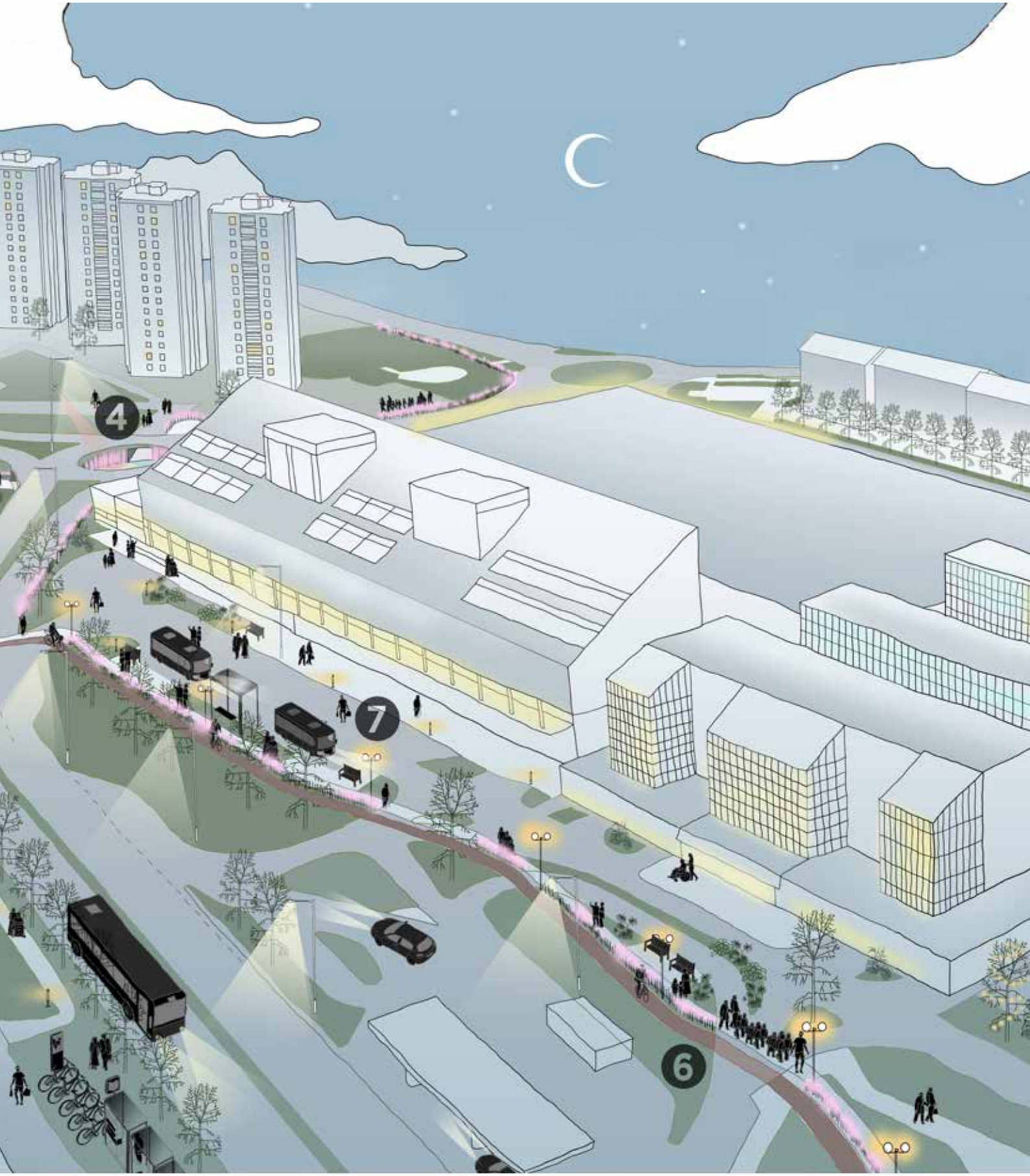
Local communication
digitalization

Achieving goals




GOALS
DEFINING INCLUSIVE PROGRAMMES AND POLICIES
ENCOURAGING ENGAGEMENT AND PARTICIPATION
ENABLING SOCIAL INFRASTRUCTURE
PROMOTING PROXIMITY
CREATING PLEASANT OPEN PUBLIC SPACES
DESIGNING AFFORDABLE AND ADAPTABLE HOUSING
IMPROVING WALKABILITY
DEVELOPING PUBLIC TRANSPORT
PROVIDING SEAMLESS MOBILITY
INCREASING CONNECTIVITY
STAYING ACTIVE
DIGITALIZING ASSISTED LIVING

A look in the heart of the neighbourhood



1. Intergenerational school creation

2. Bonola shopping and community center

3. Cooperation network establishment

4. Open spaces and buildings

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6. Pedestrian mobility incentivization

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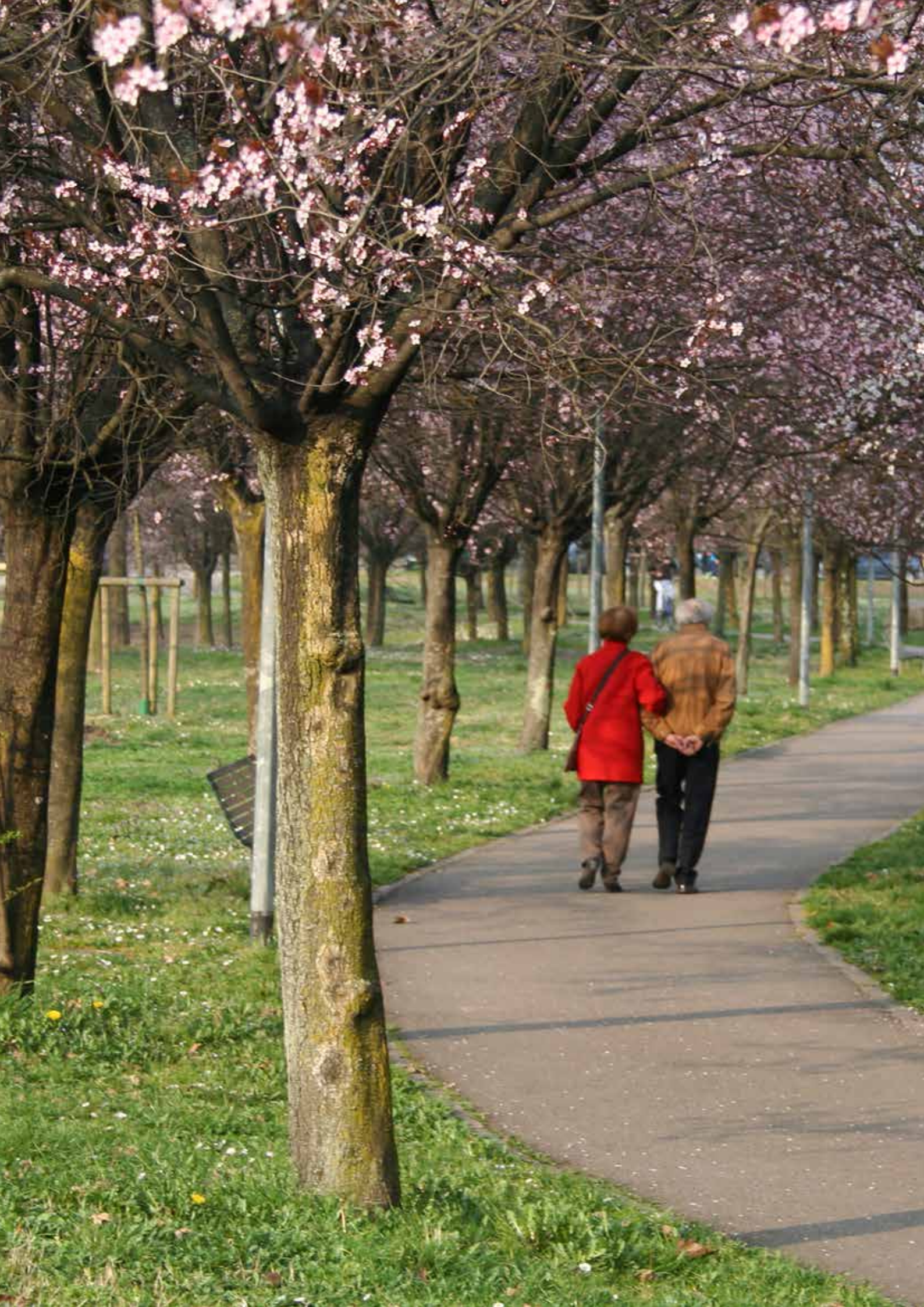
8. Local communication digitalization



Looking Ahead

Working in a neighbourhood with older inhabitants, revealed how valuable it is to assess the quality of society, mobility, built and digital environment through their perceptions, listening to their everyday experiences, desires, aspirations and possibilities.

The framework, with 12 age-friendly goals and assessment parameters, and the process in 4 reasearch activities - Interact, Assess, Compare, and Design – were explored and tested in *Shaping Ageing Neighbourhoods. Milan Gallaratese*. The report represents a roadmap to work within neighbourhoods in cities all over the world, and to co-create the solutions to shape an environment more accessible for all, and identify the opportunities for building more inclusive, intergenerational, and resilient cities.

The city-makers and inhabitants who participated to the process, could proceed defining a hierarchy of interventions and actions to design an age-friendly Gallaratese, grasping at the opportunities identified. By presenting the research in different contexts the team has been able to initiate discussions, and further test the outcomes. The local administration together with the research team could look for partnerships and sponsors to realize one pilot project.

Our cities are growing old. We can give a voice to senior inhabitants for encouraging their participation in the assessment and design of urban life in the neighbourhood. Older people are a resource for cities: knowing the history of places, having a specific perspective on accessibility, and with time to give. Whether all this richness will be lost or passed on future generations will be our choice.

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Projects, programmes and policies at page 22:

Welfare in Action
available at http://welfareinazione.fondazionecariplo.it/it/;

Neighbourhood's Doorman Service
available at: in Paris http://www.luludansmarue.org/; and In Milan https://www.facebook.com/Portineria14/;

Connected Neighbourhoods
available at: http://www.comune.milano.it/wps/portal/ist/it/news/primopiano/tutte_notizie/lavori_pubblici/quartieri_connessi_pon_metro

Remote assistance Service
Integrated Day-Centre
Employment Laboratories
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/servizi_anziani

Network Service Alzheimer
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/rete_alzheimer

Caregiver Information Desk
https://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/Servizi_interventi_sociali/Anziani/Sportello+badanti

Integrated Homecare Assistance
https://www.dati.lombardia.it/Famiglia/Assistenza-Domiciliare-Integrata-nel-Comune-di-Mil/v93n-dzhr/data

Social Service Desk
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/Servizi_interventi_sociali/Servizio+Sociale+Professionale+Territoriale

Social Doorman and Caregiver
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/custode_sociale

Hosting a Student
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/prendi_in_casa_uno_studente

Socio-recreational Services
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/tempo_libero_cura_della_persona

More Engaged More Secure
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/progetto_anziani_piu_coinvolti_piu_sicuri

Public Transport Subsidies
available at: https://www.atm.it/it/ViaggiaConNoi/Abbonamenti/Pagine/Abbonamentiperisenior.aspx

Insurance Service
available at: http://www.comune.milano.it/wps/portal/ist/it/servizi/sociale/servizi_interventi_sociali/anziani/assicurami

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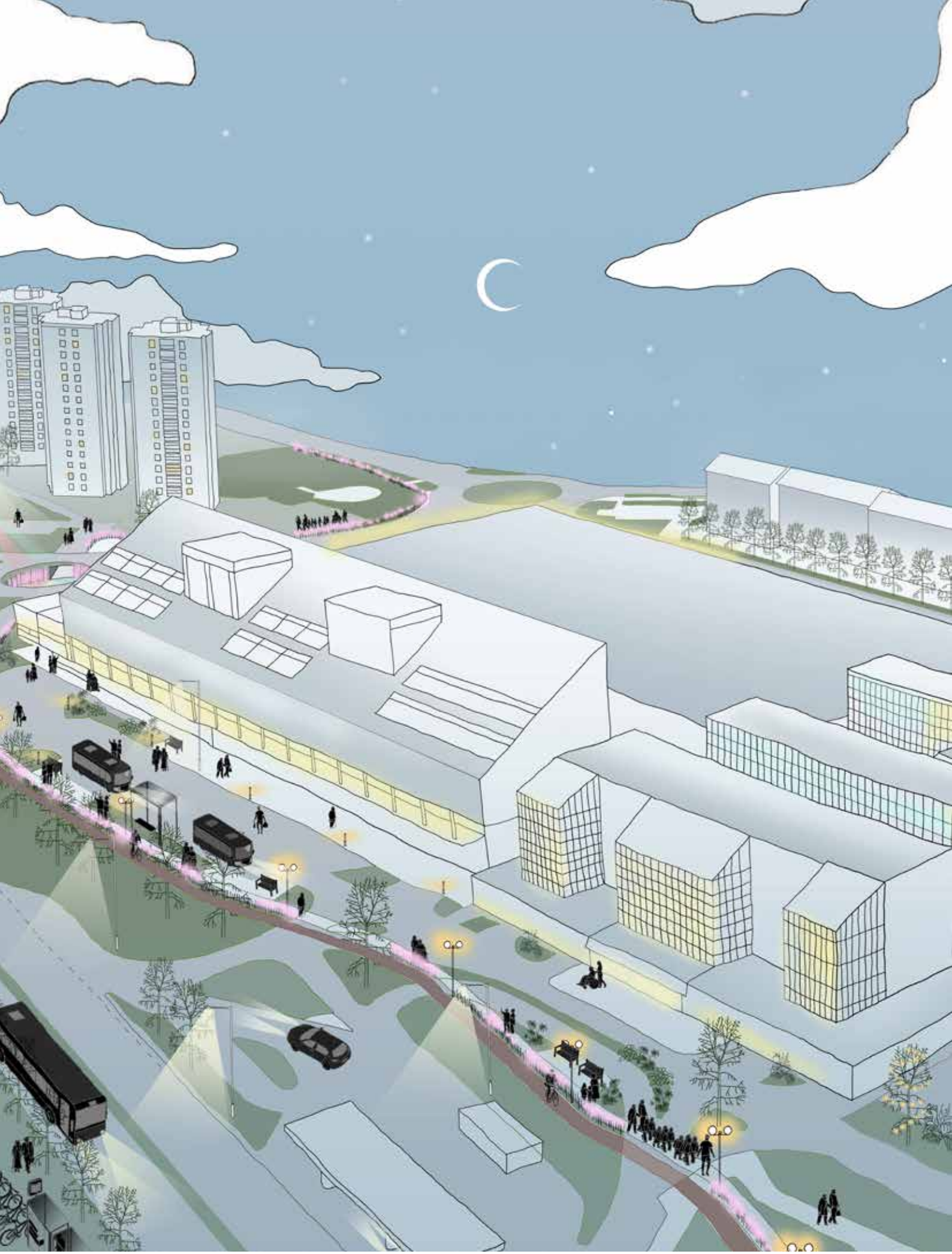

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