

## **EXECUTIVE SUMMARY**

## Tackling a global phenomenon

More people than ever feel lonely and socially isolated. The US Surgeon General's 2023 report "our epidemic of loneliness and isolation", details the dangers on an individual and societal level. The WHO's Commission on Social Connection formed in 2024, also highlights the scale and impact of the problem. Social isolation affects longevity, mental health, safety, prosperity and governance. It's a global phenomenon, touching all age groups.

For more than 10 years, Cycling Without Age has been treating isolation in older adults by offering rides with volunteer pilots with great success. We are now present in 40 countries and have numbers to back our success. Our social initiative has raised more than 22 million euros and touched the lives of thousands of people. We have now realized there is more we can do. We measure our impact in numbers, but we have to start looking at the quality and sustainability of entire communities and the quality of each relationship we help build.



### The BIG Problem

People have experienced a significant decrease in the quality of social connection over the last 20 years.

Despite the broadened geography of connections, the depth of engagement, especially with differing social groups, has decreased.



## **Proposed Systems Change**

Cultivating community and quality social connections across differences to become a priority operating principle.

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## THE BIG PROBLEM OF LONELINESS

Current global estimates suggest that I IN 4 OLDER ADULTS experience social isolation and between 5 and 15 per cent of adolescents experience loneliness.

Rates in low- and middle-income countries are comparable or higher than in high-income countries.

## CONSEQUENCE

Less empathy and trust and more polarization and intolerance. More social connectedness is needed to tackle crisis like climate changes and conflicts

## CONSEQUENCE

Individuals find it harder to deal with life challenges and stress

## CONSEQUENCE

More mental health problems and early deaths

# SYSTEMS THAT DRIVE THE PROBLEM

- People moving away from their communities, leaving behind the older adults, children growing up without intergenerationa ties.
- Pricing of houses rising and forcing people to new neighbourhoods.
- Digital media consumption and a lack of value on non transactional relationships as well as work related stress and pressure to earn money.

# SINGLE USE RELATIONSHIPS AS A MAIN ROOT CAUSE OF THE PROBLEMS

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CONSE-QUENCES Mental and physical health problems

Less empathy and trust, and more polarization and intolerance

Individuals find it harder to deal with life challenges and stress

Overall quality of life is decreasing

**PROBLEM** 

People in the Global North have experienced a significant decrease in the quality of social connection over the last 20 years. Despite the broadened geography of connections, the depth of engagement, especially with differing social groups, has decreased.

ROOT CAUSES

Consumption of social media

Propensity for single-use relationships

Profit-driven competition for people's attention with little limitations

Increased mobility

Intensive/ stressful work schedules

Insufficient opportunities for accessible / fun social engagement opportunities (volunteering, leisure, etc)

Less people focusing on cultivating social relationships and bonds (as women enter the workforce)

Physical infrastructure: few opportunities for places to meet

Not fully understanding the importance of quality human relationships for individual and societal wellbeing

## TARGETED SYSTEMS CHANGE: HOW TO CHANGE THE SYSTEM



## PLOT 1



Raising awareness and willingness to embrace cultivating community and quality social connections across differences

#### **MILESTONES**

- Publications by 5 prominent independent research institutes on the dangers of lack of community/ relationships & benefits thereof.
- This published research makes it to the agendas of top 5 gatherings of world's decisionmakers – OHCHR, WEF, Skoll, Synergos, C40
- 3 This research makes it to the public (movie, social media).
- 4 Communities with quality social connections across differences are effectively communicated as a social proof and social pressure for others.
- 5 Index/ ranking for quality of communities and relationships is created among countries

## PLOT 2



Building capacity of community members to be the initiators and orchestrators of stronger community bonds across differences

#### **MILESTONES**

- Nnow-how on how to cultivate community and quality social connections across differences building on diverse indigenous practices is codified into toolboxes/ manuals/ training by different roles
- <sup>2</sup> Three countries make cultivating communities and relationships part of school curriculum and communicate it
- Our strategy feeds in here

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<sup>3</sup> Sufficient training and support / mentoring opportunities for community members willing to be the initiators and orchestrators of stronger community bonds across differences

## TARGETED SYSTEMS CHANGE

CULTIVATING
COMMUNITY AND
QUALITY SOCIAL
CONNECTIONS ACROSS
DIFFERENCES TO
BECOME A PRIORITY
OPERATING PRINCIPLE.





THANKS TO THOUSANDS OF CYCLING WITHOUT AGE LOCATIONS IN OPERATION AND A STRONG BRAND, WE WILL BE ABLE TO MAKE COMMUNITIES GLOBALLY AWARE OF THE IMPORTANCE OF THE QUALITY AND QUANTITY OF RELATIONSHIPS, NOT JUST THE NUMBER OF RIDES.

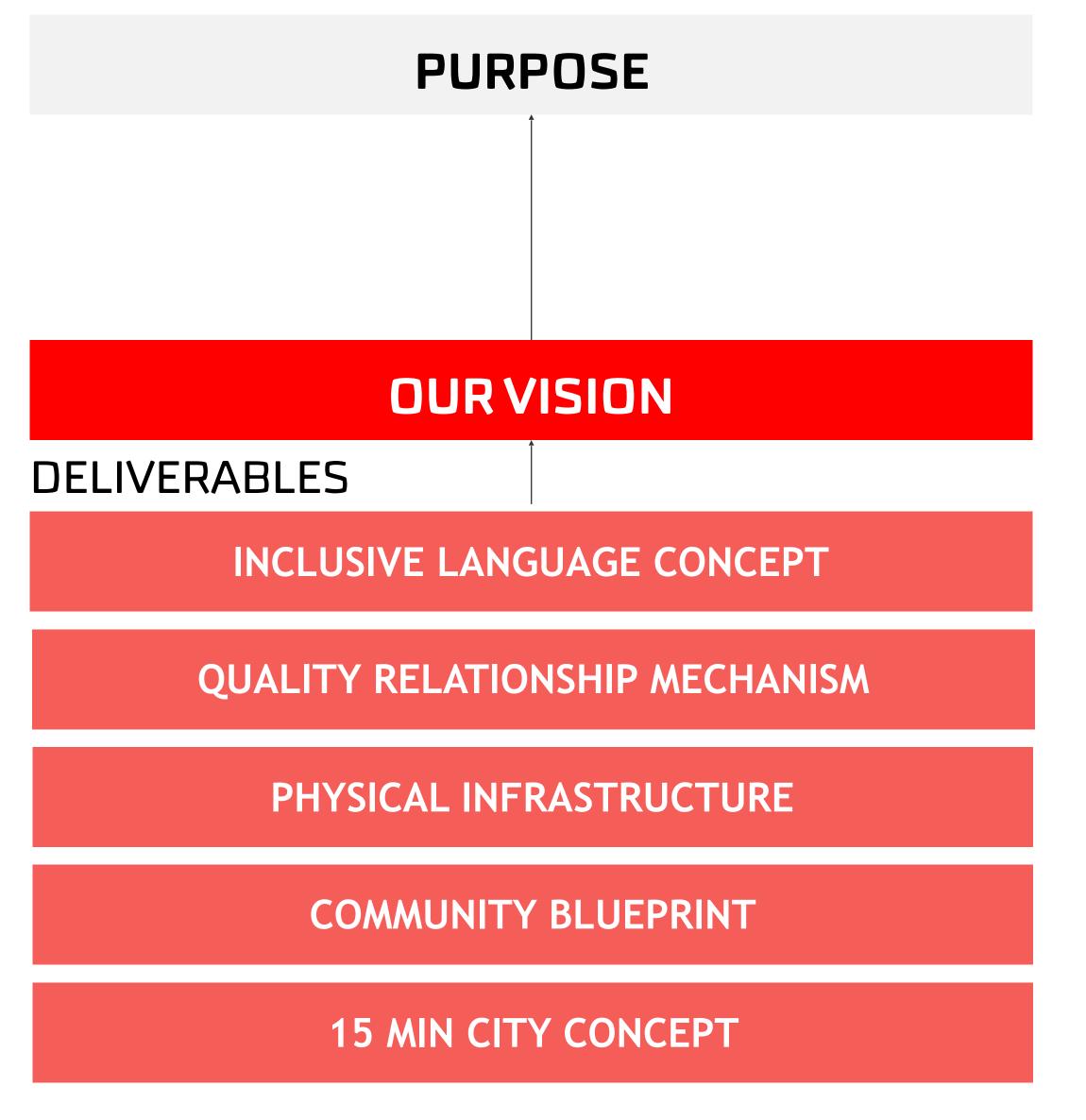
SOCIAL CONNECTEDNESS IS GOING TO BE A SOLUTION TO THE POLARIZATION, LACK OF TRUST AND LONELINESS EPIDEMIC.

## TARGET STATE: WE HAVE IDENTIEFED OUR FOCUS AREAS TO EVOLVE...

Opportunity for CWA to address the root cause

ROOT CAUSE	STATUS QUO	FUTURE POTENTIAL	POTENTIAL TARGET STATE FOR CWA	
Propensity for single-use relationships  Less people focusing on cultivating social relationships and bonds (as women enter the workforce)	Medium  High	High	Increase the number of close relationships in its community	
Not fully understanding the importance of quality human relationships for individual and societal wellbeing	Medium	High	Here is our sweet spot	
Physical infrastructure: few opportunities for places to meet	High	High	Increase access to parks and city centers, work with disability activists	
Insufficient opportunities for accessible / fun social engagement opportunities (volunteering, leisure, etc)	Medium	Medium	Foster local community strength via trishaw usage for CWA rides	
Intensive/ stressful work schedules	Medium	Medium	Help caregivers to have less stressful work schedules	
Consumption of social media	Low	Low		
Increased mobility  Profit-driven competition for people's attention with little limitations	Low	Low	Not focus for CWA	

## ... AND DESIGNED A TARGET STATE TO ACHIEVE OUR VISION



- Stay relevant as Cycling Without Age as a main driver for community development all over the world vs. "a mere superficial experience"
- Develop a blueprint for "How to build community" to be replicated by municipalities
- Build strong local communities that break down stereotypes and establish mutual care

- Highlight the importance of quality relationships in communities
- Build long lasting relationships in the community based on reciprocity, geographical proximity and psychological and physical safety
- Change communication and language to highlight a bi-directional connection of driver and rider and focuses quality of relationship vs. quantity
- Nurture relationships that involve nurturance, affection, intimacy, wellbeing, understanding, validation and care by attracting older and younger generations as well as people depending on each other
- Include physical infrastructure as as a center to meet and build relationships
- Develop a blueprint to establish communities based on quality relationships to be replicated based on learnings and characteristics of CWA communities
- Cut down on unnecessary travel requirements and also promote local community engagement with outdoor public space and enhanced livability of neighborhoods with faster fulfillment of essential needs making cities less stressful

# IMPLEMENTATION PLAN: AN IMPLEMENTATION FOLLOWS A 5-STAGE APPROACH...

Initiate Change of Integrate CWA in Advise on Communicate new community communication 15min city community projects with strategy initiatives building and language partners ASPIRED

to social isolation and loneliness and moving from measuring quantity to measuring quality

Build awareness about Translation of quality of the root causes leading relationships in ways of affiliates to build more working in CWA with a new identity of CWA forming and more people feeling included in the community

Cooperate with local and strengthen communities

More communities that are promoting the 15 min lifestyle will find out about CWA which will create a new financial sustainability to CWA and more quality relationships

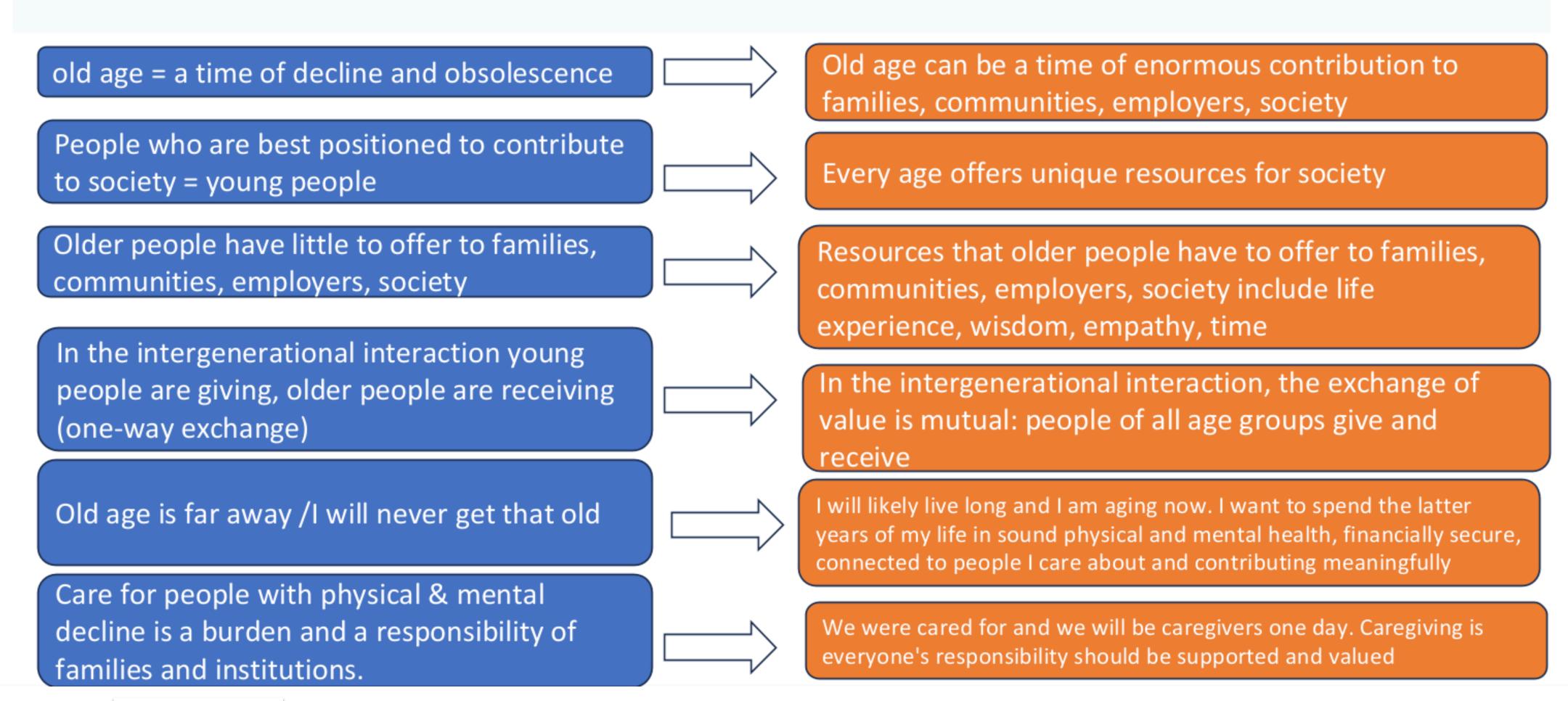
Use expertise of thousands of CWA communities to create other communities with social connectedness and achieve financial sustainability for CWA

## ...TO CAPITALIZE ON THE EXPERIENCE ALONG THE WAY

	Communicate new strategy	Change of communication and language	Initiate community projects with partners	Integrate CWA in 15min city initiatives	Advise on community building
Steps to take	<ul> <li>Communication at CWA         <ul> <li>International Summit in</li> <li>Copenhagen June to obtain buy-                 in from participants</li> </ul> </li> </ul>	Work on vision and mission and what changes to be on website Change of terminology about CWA on website, social media, internal communication, etc.	<ul> <li>Looking outside of existing community for collaborations with priority for existing partners (e.g. local NGOS for shared projects</li> </ul>	<ul> <li>Collect data from CWA community locations and share best practices</li> </ul>	<ul> <li>Cycling Without Age to act as consultants to strengthen communities through quality relationships and social connectedness</li> </ul>
Toolkit		Updated website with messaging about research, and information about quality relationships, e.g. fact box mentions new relevant information  Susan Pinker's presentation at the summit  Quality relationship testimonials  Rules: Requirements to establish more quality relationships based on co-creation approach with community  Audits: check-list, self-assessment	<ul> <li>Application to become a partner of CWA will include a description of how partners will work with quality relationships in the local community and will receive data about why it's important</li> <li>15 min city is integrated into applications made by CWA</li> </ul>	The locations that are doing CWA in a community/15 min city are allowed to experiment with CWA, which will serve as marketing to CWA (without central managing)	<ul> <li>Mechanism to measure quality relationships</li> <li>CWA helps 15 min cities implement their activities (maybe even beyond rides)</li> </ul>
Key internal changes	<ul> <li>Moving from autonomy of relationships to commitment/reciprocity</li> </ul>	Create toolkit and share resources on how to build community	<ul> <li>CWA local chapter to send in impact reports where they say which relationships were built or maintained</li> </ul>	<ul> <li>CWA is a community based initiative (not a volunteer organization), part of the 15 min city blueprint</li> </ul>	<ul> <li>CWA is represented by local NGOs, not a global centralized entity (diversity, variation)</li> </ul>
Leadership changes	<ul> <li>Moving from being encouraging • to being directive towards community</li> </ul>	Experts on quality relationships on board of directors	Develop tools to measure success	CWA to measure number of new communities doing rides	Consultancy of 15 min cities
KPIs to measure progress	<ul> <li>Number of Presentations website and social media platforms</li> <li>NPS (4 over 5)</li> </ul>	Number of self assessment done Result on self assessment Community to find existing bright spots and pitfalls. Results to be shared on the website.	<ul> <li>Number of proposals sent asking for collaboration</li> <li>Number of collaborations per year</li> </ul>	<ul> <li>Number of proposals sent asking for collaboration</li> <li>Number of presentations done per City Initiative</li> </ul>	<ul> <li>New relations created per city</li> <li>Social engagement in online platforms</li> </ul>

# Mental models underlying the problem

While the average **life expectancy** has increased globally by 25 years between 1950 and 2022 – from 46.5 to 71.7 (UN data), and while people often enter this latter stage of life with **more free time**, as well as **life experience and knowledge** that could make them valuable contributors to their families, communities and society at large, many older people do not live healthy, fulfilling and financially secure lives



Elements	Application	Examples	
1.Cultural	Change the narrative on aging and create the conditions for people of all ages to reach their full potential.	Families, universities, publishers, media, cultural influencers, citizen sector	
2. Political	Engage the 65+ demographic as a <b>powerful political force</b> with an enormous potential not only to self-advocate but to advocate for everyone.	Citizen coalitions	
3. Legal	Design <b>legal frameworks</b> that safeguard the rights of older individuals and advocate for approaches that empower rather than limit their participation in society.	Statute of the Elderly in Brazil, Insurance	
4. Economic	Create demand for lifelong contribution.	Get America Working, job creation and new categories of jobs, Universities (lifelong learning)	
5. Organizational	Design environments that enable multigenerational connection and lifelong contribution.	Families, organizations, Age-friendly companies, cities, communities, universities	
6. Technological	<b>Design technology</b> to create more opportunities for older people to connect, contribute and exercise their agency.	Increase digital literacy and inclusion, use of big data for better healthcare, advocacy to remove biases in AI, Digital Public Infrastructure	
7. Measurement	Amplify the data showing the connection between lifelong engagement and contribution and longevity to drive cultural shifts and catalyze investments in economic, political, legal, and organizational reforms.	Changemaker Index (CMI) and Changemaker Density (CMD)	

## **QUESTIONS TO ADVISORS**







- 1. Which **project in your organization** could be carried out through Cycling Without Age?
- 2. Do you know of toolkits and measurements of quality relationships that Cycling Without Age can use to carry out our vision?
- 3. Have we **understood the problem** and do you think it is the right move to make?
- 4. What are **major pitfalls for the implementation** of our strategy?
- 5. Do you have **evidence** that supports or contradicts our assumptions?
- 6. How do we **integrate our existing CWA community** in the best way in this process? (existing infrastructure, affiliates, volunteers)
- 7. How to build on the **existing strengths and resources** of the community?

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