

**Interreg  
Europe**



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**KORALE**

**TOWARDS A COMMUNITY OF PRACTICE AND  
KNOWLEDGE ON PREVENTING AND TACKLING  
LONELINESS FROM PUBLIC POLICIES**



**Regional diagnosis**

**- LISBON -**

## 1. Presentation

The regional report now presented was developed collaboratively by the Lisbon partners of the KORALE project, together with their local stakeholders. This joint effort was carried out in alignment with the shared framework established for all participating territories, aiming to assess the current state of policies and practices in preventing and tackling loneliness across different age groups — particularly among older and younger populations.

In line with the project's goals, this diagnosis identifies good practices implemented at the individual, family, and community levels, as well as the key factors contributing to their success or lack thereof. Special attention has been paid to understanding how these interventions may be scaled or integrated into broader public policies, with a particular focus on cross-sectoral integration — including areas such as health, education, housing, and social inclusion.

This report follows a common structure adopted across all regions in the project, enabling comparative analysis and contributing to the future elaboration of a joint transnational diagnosis. Through this process, the Lisbon team contributes to the overarching goal of improving regional public policies by grounding them in evidence-based practices and meaningful collaboration at the local level.

## 2. Structure of the document

**a) Table with basic identification and monitoring data:**

Name of the project	Lisbon, City of All Ages program
Date and place of data collection	Mach 2025
Version no.	1
Contact person details	<a href="mailto:Mario.andre@scml.pt">Mario.andre@scml.pt</a>
Agency	SCML

**b) Executive summary**

The city of Lisbon faces complex and growing challenges related to demographic aging and its social consequences. With approximately 23% of its population aged 65 or over, and nearly half of those living alone, Lisbon exhibits a high vulnerability to social isolation and unwanted loneliness. These issues are exacerbated by changes in family dynamics, urban individualism, and a weakening of intergenerational ties.

In response, the city launched the “Lisbon, City for All Ages” program, co-led by the Lisbon City Council and the Santa Casa da Misericórdia de Lisboa. The program integrates local stakeholders from health, social security, education, and public safety under a shared governance model. It focuses on promoting active aging, preventing isolation, and creating inclusive, age-friendly environments.

The following initiatives, implemented at various levels, are worth highlighting for their efforts to promote active and healthy aging and to prevent and combat unwanted loneliness and social isolation among the senior population:

At the national level: the National Action Plan for Population Aging (Council of Ministers Resolution No. 14/2024) and the Forum for Integrated Governance, launched by the Instituto Padre António Vieira in 2015.

At the municipal level: the Lisbon Social Development Plan 2025–2030, implemented through the Lisbon Social Network.

At the local level: the Parish Council Commissions (24 in total), which are local structures responsible for identifying and analyzing social issues within their communities.

Within the scope of the KORALE project, Lisbon established a Community of Practice involving 30 organizations. These were grouped around four key thematic areas: (1) Lifelong Learning and Development, (2) Promotion of Community, Social, Cultural, and Civic Participation, (3) Psychosocial Support, Health, and Well-being, and (4) Awareness, Knowledge, and Prevention. Through four thematic workshops, the Community selected three exemplary practices presented at the European KORALE Meeting in May 2025, and two practices visited by the consortium.

The SWOT analysis revealed key strengths such as innovation, strong community ties, and technical expertise; but also weaknesses, including limited resources and lack of communication strategies. Opportunities were identified in demographic trends, digital transformation, and growing societal awareness. Threats include political shifts, service fragmentation, and persistent stigma around aging and loneliness.

The regional diagnosis concludes that effective prevention and tackling of loneliness depend on sustained, collaborative, and integrated public policies. The recommendations highlight the need to expand good practices, promote intersectoral responses, professionalize intervention teams, and invest in inclusive, technology-supported approaches that transform vulnerable groups into active citizens.

### **c) Introduction**

The accelerated ageing of the city of Lisbon poses important challenges in the type and quality of social responses to address the heterogeneity of social profiles of the elderly population and the different outcomes of the ageing process. According to the 2021 Census data, 127,768 people aged 65 or over are living in Lisbon, which corresponds to about  $\frac{1}{4}$  of the population (23%). In this population group, 68,875 people are aged 75+ (53%), making Lisbon one of the European Union capitals with the highest longevity index.

Between 2001 and 2021, the greatest population growth in the municipality of Lisbon was recorded in people aged over 80. Currently, individuals aged 85 or over represent around 20%. It is forecast that in 2050 Portugal will be the third country in the world with the most inhabitants in the 65+ age group (40.8%).

The increase in longevity in Lisbon has been accompanied by the growing number of people living alone and/or exclusively accompanied by others of the

same age group. Of the 85,477 people living alone, 38,894 are aged 65 or over, which corresponds to 46% of the total number of people living alone.

This is a very worrying reality as the individualism and the impersonal way in which people relate in large urban areas, such as Lisbon, the weakening of social ties and the isolation of the 65+ population about the other age groups are increasingly present in current societies, leading to situations of social isolation and loneliness.

The general and specific objectives pursued: a) To identify and share good practices that prevent or tackle loneliness at the level of the individual, family, and community; b) to identify the keys to transform the good practices and to achieve wider impact in the prevention of loneliness of the elderly people and how to mainstream them in other policies (such as health, education and housing).

#### **d) Regional context**

##### d.1. Geographical location and map of the region:

Lisbon, the capital of Portugal, is located on the west coast of the Iberian Peninsula, on the north bank of the Tejo estuary, next to the Atlantic Ocean. It is the westernmost city in continental Europe and occupies a strategic geographical position, acting as a link between Europe, Africa and the Americas, due to its proximity to the Strait of Gibraltar and the historic Atlantic sea routes.

Portugal is located in the extreme southwest of Europe, bordered only by Spain to the north and east, while to the west and south it is bathed by the Atlantic Ocean. Lisbon is approximately 600 km from Madrid and 1,450 km from Paris, with good air, rail and sea links connecting it to the rest of the continent and the world.

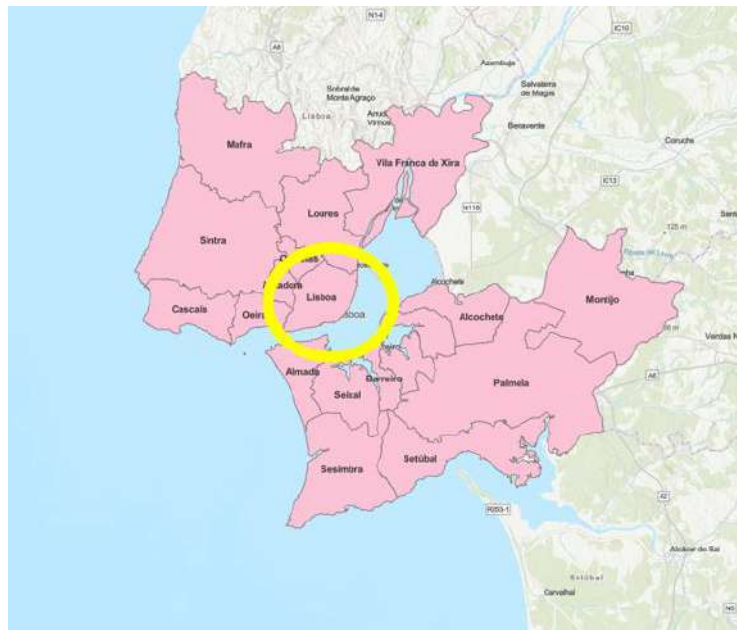
The city extends over a rugged terrain and is known for its seven hills, which offer panoramic views over the River Tagus. Administratively, Lisbon is divided into 24 parishes, which organize the territory and municipal services. They are: Ajuda, Alcântara, Alvalade, Areeiro, Arroios, Avenidas Novas, Beato, Belém, Benfica, Campo de Ourique, Campolide, Carnide, Estrela, Lumiar, Marvila, Misericórdia, Olivais, Parque das Nações, Penha de França, Santa Clara, Santa Maria Maior, Santo António, São Domingos de Benfica and São Vicente.

Each parish has its own unique characteristics, from the historic and touristy neighborhoods in the center, such as Alfama and Bairro Alto (Santa Maria Maior and Misericórdia), to the more modern areas, such as Parque das Nações.

## Portugal in Europe



## Lisbon Metropolitan Area (AML)



## Municipality of Lisbon



### d.2. Form of government and administration:

Lisbon, as the capital of Portugal, is part of the country's political-administrative system, which is a unitary republic with a semi-presidential regime. The government of the city and the metropolitan region is structured into different levels of administration: national, municipal and parish.

#### **1. National Administration**

Lisbon, as the capital of Portugal, is home to the main organs of central power:

- Presidency of the Republic (Belém Palace)
- Government (São Bento Palace, home to the Prime Minister and the Council of Ministers)
- Assembly of the Republic (Parliament, responsible for national legislation)



## 2. Municipal Administration

Lisbon is a municipality, governed by two elected municipal bodies:

- Lisbon City Council (CML) → Executive body, led by the Mayor and made up of councillors, responsible for managing the city (town planning, transport, education, culture, among others).
- Lisbon Municipal Assembly (Assembleia Municipal de Lisboa) → Deliberative body, overseeing the City Council, approving regulations and the municipal budget.

## 3. Administration of the parishes

Lisbon is divided into 24 parishes, which function as local administrative units with administrative autonomy and their own competencies in the management of public spaces, social and cultural support, urban cleaning and local markets. Each parish has:

- Parish Council → Executive body, led by the President of the Council, responsible for local services such as urban cleaning, public spaces and social support.
- Parish Assembly → Deliberative body that approves local decisions and supervises the council.

## 4. Lisbon Metropolitan Area

Lisbon is the center of the Lisbon Metropolitan Area, a regional coordination structure that encompasses 18 municipalities in Greater Lisbon and the Setúbal Peninsula and has inter-municipal coordination powers in areas such as transport, spatial planning, the environment and the regional economy.

In addition, Lisbon is home to the main institutions of the Government of the Portuguese Republic, such as the Assembly of the Republic (Parliament), the Palace of Belém (official residence of the President of the Republic) and the Palace of São Bento (seat of the Government).

This model ensures that Lisbon has administrative autonomy within the unitary structure of the Portuguese state, allowing for efficient local management, but always integrated into national governance.



### d.3. Socio-demographic contextualisation:

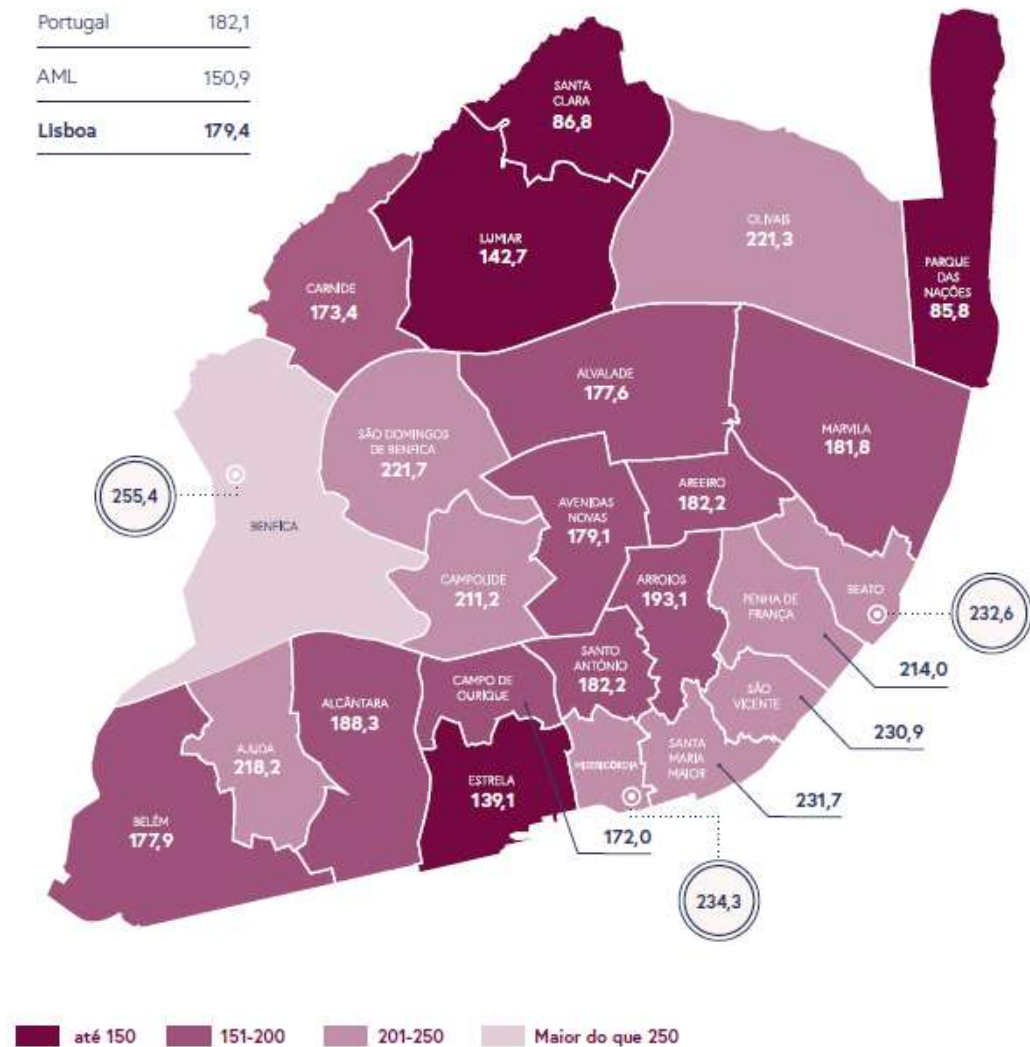
Socio-demographic indicators	Definition	Date of data	Total data	Men	Women	Source
Number of inhabitants of the region by age and sex	Total number of inhabitants of the region	2021	545796	254179	291617	INE, Recenseamento da população e habitação - Censos 2021
Density of population	Number of inhabitants per square kilometre	2021	5456,32	2541,03	2915,3	INE, Recenseamento da população e habitação - Censos 2021
Crude birth rate	Ratio of the number of births to the average population, expressed per thousand. inhabitants	2021	7,7			Anual - INE, Indicadores demográficos  <i>No gender-specific breakdown available</i>
Crude mortality rate	Ratio of the number of deaths in the average population, expressed per thousand. inhabitants	2021	12,0			Anual - INE, Indicadores demográficos  <i>No gender-specific breakdown available</i>
Infant mortality rate	Number of deaths of children under one year of age compared to number of live births	2022	2,59	2,75	2,43	Qual a INE - Óbitos por causas de morte /CIA World Factbook
Life expectancy at birth	Average number of years lived by a generation of people born under certain mortality conditions. given	2021	81,38	78,73	83,96	Anual - INE, Tábuas completas de mortalidade  file:///C:/Users/user/Downloads/30TabuasMortalidade2022_2024_EN.pdf
Disability rate	Percentage of persons with an officially recognised disability as a proportion of the population	2021	26,8	24,0	31,4	Eurostat Data  <a href="https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population_with_disability">https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population_with_disability</a>
Ageing index	Ratio of the population aged 64+ to the population under 20 expressed as a %, i.e. the number of persons aged 65+ 100 persons under 20.	2023	179,4			Anual - INE, Estimativas anuais da população residente  <i>No gender-specific breakdown available</i>
Over-ageing index	Ratio of the population aged 84+ to the population aged under 64 expressed as a %, i.e. the number of persons aged 85+ for every 100 persons aged 65+.	2021	5,67			INE, Recenseamento da população e habitação - Censos 2021 e 2011  <i>No gender-specific breakdown available</i>

The socio-demographic data confirm that Lisbon is facing a significant demographic aging trend, with a high proportion of elderly residents, especially women, living alone. The city's ageing index (179.4) is slightly below the national average, but certain parishes like Benfica or Misericórdia show extremely high values. The over-aging index (5.67) indicates a growing proportion of the "oldest old" (85+), which presents unique social and health challenges.

The low birth rate (7.9) and high mortality rate (12.1), combined with a life expectancy of over 80 years, suggest a demographic imbalance that increases the dependency ratio and pressure on care systems. This aging pattern is also reflected in the increasing median age (47.1 nationally), and requires urgent adaptation of urban, health, and social policies.

Considering the Ageing Index of the resident population in the city of Lisbon — that is, the ratio between the elderly population and the young population — it is worth noting that this indicator stands at 179.4 older adults for every 100 young people. This figure is, nonetheless, slightly below the national average, which is 182.07. It is important to highlight the feminization of ageing, as the indicator for the female population residing in the municipality of Lisbon rises to 227.71 older women for every 100 young women. This value reaches its peak in the parish of Benfica, with 328.85. Accordingly, it is not surprising that Benfica also records the highest overall Ageing Index (255.43), followed by the parishes of Misericórdia (234.31) and Beato (232.57).

## Ageing Index of the resident population in the city of Lisbon



Source: Retrato Social de Lisboa: do Censo aos Consensos, EAPN, 2025

### d.4. Main economic data for the region:

Economic and employment indicators	Definition	Date of data	Total data	Men	Women	Source
Regional Gross Domestic Product (GDP) per capita	Economic indicator that measures the relationship between a country's income level and its population.	2023	33,270			INE, Contas económicas regionais  <i>No gender breakdown available</i>
Harmonised Index of Consumer Prices	Indicator measuring consumer price inflation in the euro area.	2025	2,3			Euro area HICP  <i>Gender breakdown not applicable</i>

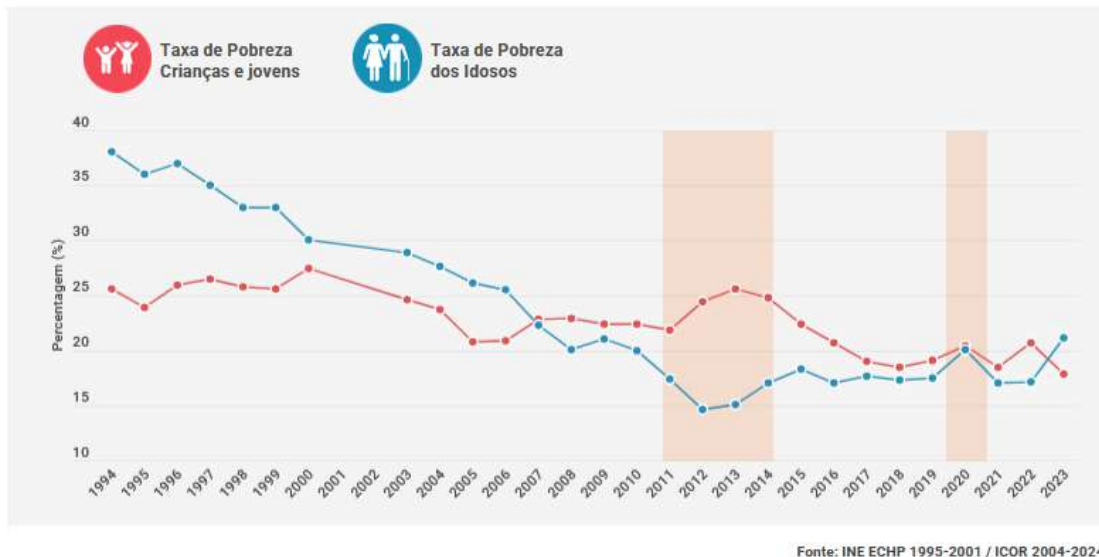
Consumption						
Employment rate (gender breakdown)	Ratio between the total employed and the population aged 16 and over.	2024	78,5	82,0	76,0	INE, 2025 <a href="file:///C:/Users/user/Downloads/30Inq.%20Emp.-Dia%20Int.%20Trabalhador_2025_EN.pdf">file:///C:/Users/user/Downloads/30Inq.%20Emp.-Dia%20Int.%20Trabalhador_2025_EN.pdf</a>
Unemployment rate (gender breakdown)	Percentage that relates to people who are unemployed based on the labour force broken down by gender.	2024	6,3	6,0	6,9	EUROSTAT, 2025 <a href="https://ec.europa.eu/eurostat/web/products-euro-indicators/w/3-03062025-bp?utm_source=chatgpt.com">https://ec.europa.eu/eurostat/web/products-euro-indicators/w/3-03062025-bp?utm_source=chatgpt.com</a> <a href="https://data.worldbank.org/indicator/SL.UEM.TOTL.ZS?locations=PT&amp;utm_source=chatgpt.com">https://data.worldbank.org/indicator/SL.UEM.TOTL.ZS?locations=PT&amp;utm_source=chatgpt.com</a>
Long-term unemployment rate	Unemployed persons who have been seeking employment for at least 12 months and have not worked during that period, as a percentage of the total labour force (employed plus unemployed).	2024	2,4	2,3	2,6	INE, Inquérito ao emprego (Séries - 2021) <i>No gender breakdown available</i>
Unemployment rate under 25 years of age	Number of unemployed youth (aged 15-24) divided by the youth labour force	2021	20,87	22,29	19,34	INE, Recenseamento da população e habitação - Censos 2021
Arope rate	The AROPE ( <i>At Risk Of Poverty and/or Exclusion</i> ) indicator is an indicator that measures people who are at risk of social exclusion and poverty.	2024	16,5			INE, Inquérito às condições de vida e rendimento <i>No gender breakdown available</i>
Gini Index	The Gini coefficient considers the distribution across all income strata and quantifies income concentration.	2021	31,4			INE, Inquérito às condições de vida e rendimento <i>No gender breakdown available</i>

Over the last 30 years, the poverty rate (measured by the Gini coefficient) has fallen by 6.4 percentage points, from 23% in 1994 to 16.6% in 2023. The number of people living in poverty has fallen by 29%. If there were 2.27 million people below the poverty line in Portugal in 1994, this number will fall to 1.76 million in 2023.

And while at the beginning of the period under analysis the poverty rate in Portugal was around six percentage points above the average rate in the European Union, in recent years the incidence of poverty in the country is very close to the EU average.

An analysis of the evolution of poverty over the last 30 years shows a profound change in its pattern.

Incidence of poverty among children and young people and the elderly (1994 - 2023)



Source: Portugal Desigual | Um retrato das desigualdades de rendimentos e da pobreza no país, 2024, in <https://ffms.pt/pt-pt/estudos/estudos/portugal-desigual-um-retrato-das-desigualdades-de-rendimentos-e-da-pobreza-no-pais>

While in the early years the poverty of the elderly was a major cause for concern, with rates of over 30% in the last decade of the last century, in more recent years it is the incidence of poverty among children and young people that has predominated. Throughout all the years of this century, the poverty rate among children and young people has always been higher than that of the population as a whole. Since 2007, with the exception of 2023, the poverty rate among children and young people has surpassed the poverty rate among the elderly.

The increased importance of poverty among children and young people is not only due to the precarious social conditions in which they find themselves, but also because it is an element that fosters the intergenerational transmission of poverty. Any strategy to combat poverty must have as its main priority a sustained reduction in the poverty of children and the families in which they live.

This progress in poverty indicators is largely explained by the implementation of various public policies such as the CSI (solidarity supplement for the elderly), the RSI (social insertion income), the increase in the minimum wage, measures to support children and young people, etc. particularly aimed at the most vulnerable populations.

Despite these advances, Portugal remains one of the EU countries with the highest incidence of poverty. The existence of 1.8 million people in poverty is a social scourge that hinders the possibilities of socio-economic development, weakens our democratic experience and undermines social cohesion. The sustained reduction of poverty levels is a requirement for society as a whole.

Economic data shows Lisbon as a city with significant disparities. While it benefits from a relatively high GDP per capita (above national average), the employment rate is moderate (50.6%) and the youth unemployment rate remains worrying (20.9%). The long-term unemployment rate (2.4%) highlights the difficulties in job reintegration, especially for older populations.

The AROPE rate (16.5%) and the Gini index (31.4) reflect persistent socio-economic inequalities, which may contribute to social exclusion and feelings of loneliness. The growing cost of living, measured by the Harmonised Index of Consumer Prices (2.3%), further aggravates the situation for vulnerable groups, including seniors on low or fixed incomes.

#### d.5. Data relating to the social fabric and loneliness:

Indicators on social fabric and loneliness	Definition	Date of data	Total data	Men	Women	Source
In a relationship (yes/no)	Dichotomous variable measuring whether a person is in a romantic relationship at a given time.	2022	58.9%			EU-LS 2022
No. of persons living together in the household	Number of persons sharing the same dwelling, irrespective of their family or affective relationship.	2021	2,3			INE
No. of close relatives	Number of family members with whom a person has a close and meaningful relationship.	2022	4,7			EU-LS 2022
No. of close friends	Number of friends with whom a person has a strong and trusting bond.	2022	3,2			EU-LS 2022
No. of meetings (face-to-face) held during the last week	Frequency with which a person physically interacts with others in his or her environment during a given period (one week).	2022	3,6			EU-LS 2022
No. of remote contacts (phone, messaging) made during the last week	Indicates how many times a person communicates with others through technological means such as phone calls, text messages or messaging apps.	2022	5,1			EU-LS 2022
Prevalence of loneliness	Measures the percentage of people who experience frequent or intense	2022	14,4%			EU-LS 2022



Indicators on social fabric and loneliness	Definition	Date of data	Total data	Men	Women	Source
	feelings of loneliness within a specific population.					

Portugal registers a slightly higher prevalence of loneliness (14.4%) compared to the EU average (13%), particularly among older adults. The relatively low frequency of social interactions (both face-to-face and digital) reflects limited social networks, which may be associated with family dispersion and lower digital literacy among older generations. While most individuals live with someone, a significant number of elderly people live alone, which increases their vulnerability.

According to data from the 2021 Census, 23.4% of the total Lisbon's population (545,142) is 65 years of age or older, which corresponds to 127,768. Of these, 85,000 live alone or with people of the same age, and around 35,000 live alone.

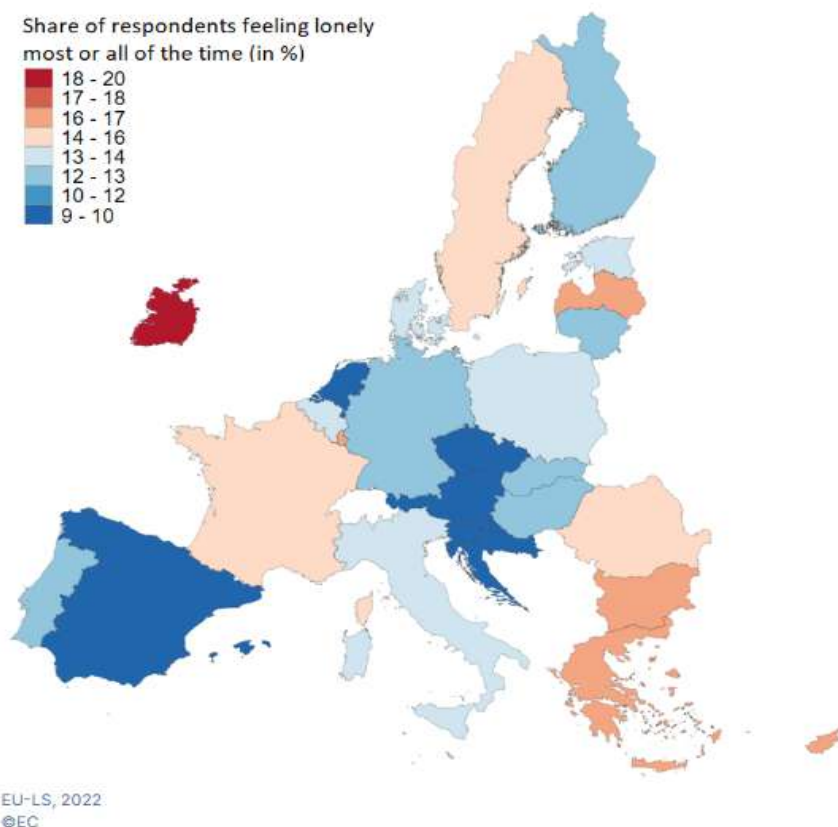
Some research and studies, including data from INE (Statistics Portugal (INE). shows that a significant portion of the Portuguese population feels lonely, especially the older:

- It is estimated that around 30-40% of the general population, and
- Up to 70% of older people, feel lonely.

Despite a moderate number of close friends or relatives, the depth and quality of relationships, and their impact on well-being, require further intervention.



## Loneliness shared by country

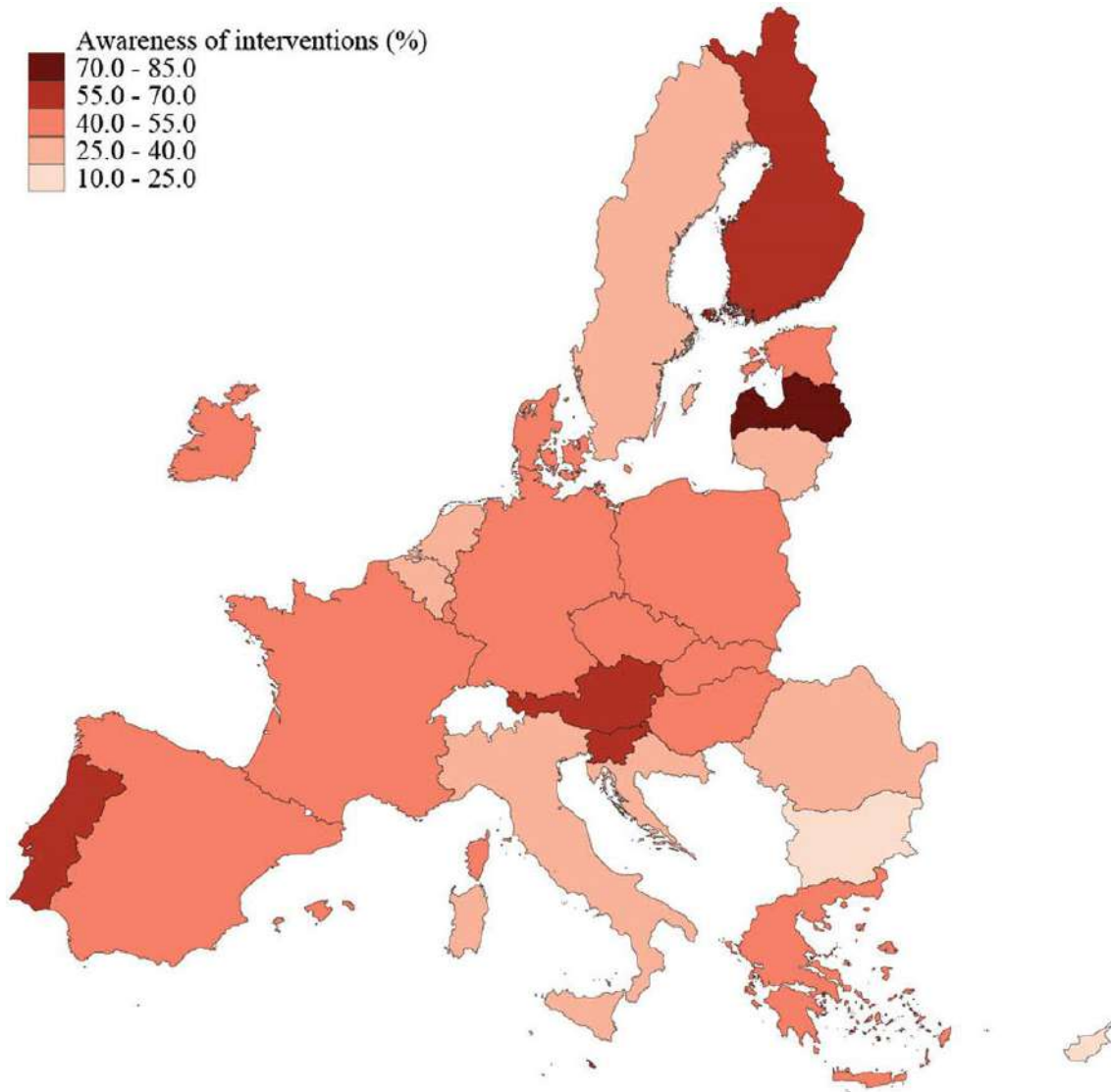


**Figure:** The figure displays by country, the share of respondents who felt lonely *most or all* of the time over the past four weeks preceding the survey.

Source: EU loneliness survey (2022)

### Prevalence of loneliness EU27

- EU average – 13% – 2022
- Prevalence of loneliness in Portugal - between 12 and 13%

**Awareness of loneliness interventions across the EU27.**

Source: EU Loneliness Survey, 2022

The map provides descriptive results and reports for each country the share of respondents who answer 'Yes' when asked 'In several countries, programs and initiatives provide social, emotional or other types of support for those who need it (e.g. telephone lines, online support, group activities).'

#### e) Korale Regional Stakeholders group

Santa Casa da Misericórdia de Lisboa (SCML) was created in 1498 and is the oldest institution of social support to the most disadvantaged/vulnerable people of the city of Lisbon in Portugal (created 527 years ago). SCML is the institution responsible for the Social Action subsystem of the City of Lisbon arising from a protocol with the Portuguese State, and develops its actions in close articulation with the Lisbon City Council (CML) for the development of public policies in the social and health areas, being two of the entities responsible for the governance of the Lisbon Social Network.

The purpose of the **Santa Casa da Misericórdia de Lisboa (SCML)** is to improve the well-being of people, primarily the most disadvantaged, in terms of Social Action, Health, Education and Teaching, Culture and the Promotion of Quality of Life. SCML is the institution responsible for the Social Action subsystem of the City of Lisbon arising from a protocol with the Portuguese State, and develops its actions in close articulation with the Lisbon City Council (CML) for the development of public policies in the social and health areas, being two of the entities responsible for the governance of the Lisbon Social Network.

The **Lisbon City Council (CML)** is responsible for promoting and safeguarding everything that concerns the interests of the respective populations, particularly with regard to quality of life and well-being, in accordance with the Legal Framework for Local Authorities. Its mission is to define and implement public local policies that promote the development of the municipality across various sectors. Its responsibilities and legal framework are established in the Law on Local Authorities. Specifically in the field of social intervention, although it does not hold direct responsibility for social action (it is assigned to SCML), the municipality has developed a set of measures and projects aimed at protecting the elderly, particularly in the areas of health promotion, safety, well-being, and social inclusion.

The **Social Security Institute (ISS)** is responsible for ensuring citizens' basic rights and equal opportunities, as well as promoting well-being and social cohesion for all Portuguese or foreign citizens who work or reside in the territory, namely developing and implementing social action policies, as well as developing measures to combat poverty and promote social inclusion.

The mission of the **Regional Health Administration of Lisbon and the Tejo Valley (ARSLVT)** is to guarantee health care for the population of Lisbon, matching available resources to needs, as well as complying with and enforcing health policies and programs in its area of intervention, in order to achieve national health goals and individual needs.

The **Public Security Police (PSP)**, which is responsible for the protection and rescue of the population, was involved in the Solidarity Security Program and the Support 65 - Safe Elderly Project, providing greater security for the elderly population, preventing and avoiding risk situations;

In addition to these organizations, the Program also has the involvement of all the stakeholders in the **Lisbon Social Network** in developing responses in the area of longevity and ageing, in the form of parish Social Commissions, Citizenship Forums and Private Social Solidarity Institutions (IPSS), local businesses and associations, always seeking to direct its action in accordance with the expectations and potential of citizens.

#### **f) Public policy linked to the prevention and tackling of loneliness addressed by Korale**

Loneliness and social isolation are increasingly recognized as critical public health and social issues across Europe. Urban centers, particularly those with aging populations, are experiencing significant challenges related to individual disconnection, a weakening of traditional social structures, and difficulties in accessing support services. Lisbon, the capital city of Portugal and one of Europe's oldest cities, has adopted a proactive and comprehensive approach to combat these issues.

Lisbon's aging demographic structure is a key factor influencing its social policy. According to data from the 2021 Census, **23.4% of the** total Lisbon's population (545,142) **is 65 years of age or older**, which corresponds to 127,768. Of these, **85,000 live alone or with people of the same age**, and around **35,000 live alone**. This demographic profile highlights a significant vulnerability to isolation and underlines the importance of targeted public interventions.

In response, the **Lisbon, City with Life for All Ages program** was launched in September 2018 as a collaborative partnership between two key entities in the areas of social affairs, health, security, housing, and public policies: Lisbon City Council (CML) and Santa Casa da Misericórdia de Lisboa (SCML).

It was recognized from the outset that, despite the high capacity and responsibility of these two leading institutions to implement such a program, it was necessary to involve other key partners to ensure an integrated, cross-sectoral, and collaborative approach to the challenges of aging in Lisbon.

Thus, when the Cooperation Protocol for the Implementation of Program Measures was signed on September 17, 2018 (valid until December 2026), key partners were immediately involved:

- The Lisbon, City with Life for All Ages program operates under a collaborative governance model supported by a Cooperation Protocol

signed on September 17, 2018. This protocol brought together key institutional partners, each contributing specific expertise and resources:

- Lisbon City Council (CML): Responsible for local governance and policy coordination.
- Santa Casa da Misericórdia de Lisboa (SCML): Manages social support and long-term care.
- Social Security Institute (ISS, IP): Oversees welfare benefits and social inclusion programs.
- Lisbon Regional Health Administration (ARSLVT): Implements regional health policies.
- Public Security Police (PSP): Engages in proximity and community policing.

This collaborative structure is supported and operationalized by the Lisbon Social Network and the 24 Local Parish Councils, ensuring implementation is tailored to local contexts.

All these partners identified gaps in coordinated responses among institutions providing services to older people and the availability of information on access to essential services in areas such as social support, health, education, sports, leisure, and culture (Cooperation Protocol, September 2018).

The need to promote inter-organizational collaboration and strengthen the sharing of information, knowledge, and resources among key partners was a foundational motivation for the program, aligning with a governance model that is integrated, cross-sectoral, and citywide.

This commitment is explicitly stated in the protocol's mission, which seeks to establish:

*“A cooperation agreement among key partners for the development and implementation of a citywide strategy for older people (...), focusing on an integrated intervention model involving all agents working with older residents and their families in Lisbon.”* (Cooperation Protocol, September 2018).

The motivations behind the program become clearer when considered within the theoretical and socio-political frameworks that have been developed in academic research and international strategic guidelines (UN/WHO, OECD), as well as within the public policy frameworks for aging at the European level that emphasize integrated, community-based, and participatory approaches, such as:

- The WHO's Age-Friendly Cities and Communities framework (2016)
- The Lisbon Declaration on Ageing (UNECE, 2017).
- The EU Green Paper on Ageing (2021).
- The European Care Strategy (2022).

- The Sustainable Development Goals (2015), particularly SDG 3 (Good Health and Well-being) and SDG 11 (Sustainable Cities and Communities).

These frameworks advocate for inclusive and sustainable societies that leverage the potential of longer lives while addressing associated vulnerabilities.

The Lisbon, City with Life for All Ages program is closely aligned with other municipal and national policies such as:

- National level:
- **National Action Plan for Population Aging** (Council of Ministers Resolution No. 14/2024) where there is not a single reference to the concept of loneliness among the elderly.
- Emphasizes independent living and community-based care, involved the definition of several measures, particularly:
  - the Social Radar program and other programs and initiatives to minimize the impacts of isolation. Development of collaborative housing (Ministry of Solidarity).
  - Combat the isolation of the elderly population in low-density areas. Monitoring programs and regular visits with the elderly population in low-density areas. (Ministry of Internal Affairs).
  - Community police patrols aimed at the elderly population. (Ministry of Internal Affairs)
- **Forum for Integrated Governance** (Instituto Padre António Vieira, 2015):
  - This resulted in the 2015 publication of a conceptual map of public policies for longevity, followed by the 2019 release of the GovInt Reference Framework for Community-Based Aging, which:
    - Recommended the adoption of collaborative, integrated, and cross-sectoral partnerships
    - Encouraged stakeholder engagement in a shared vision
    - Advocated for the sharing of strategies and objectives (André et al., 2019)
- Municipality level:
- **Lisbon's Social Development Plan 2025–2030**, through the Lisbon Social Network, identifying key challenges requiring an integrated, collaborative, and cross-sectoral approach to longevity and aging:
  - Domain 1 - Combat isolation and feelings of insecurity
    - Consolidate the RADAR Project
    - Support for community projects and initiatives
    - Promotion of volunteering



- Domain 2 - Strengthening the social skills and civic participation of seniors
  - Creation of spaces to promote the participation of older people
  - Support the creation of intergenerational programs
  - Consolidate the Senior Citizens Council
  - Replication of Good Practices in parish councils
- Local Level:
- **Parish Council Commissions (24)**

**local structures responsible for identifying and analyzing social problems at a local level.** This Local Commissions include public and private entities with social intervention in the territory, such as public and non-profit organizations and community groups. The guidelines of the City's Social Development Plan are operationalized in the Local this Council Commissions.

This contextual landscape, alongside the strategic documents referenced, contributed to the creation of the Lisbon, City for All Ages Program, developed as a citywide strategic plan designed to foster intersectoral cooperation, based on a holistic vision that aims to:

- Promote age-friendly urban environments.
- Encourage active, autonomous, and participatory lifestyles.
- Prevent and reduce social isolation and loneliness.
- Support aging in place and intergenerational solidarity.
- Enhance coordination across housing, health, education, safety, and culture sectors.

The operational framework is structured around three strategic pillars:

#### **Active Life:**

- Activities that promote civic engagement, culture, physical activity, and intergenerational dialogue.
- Participation in community events and public decision-making forums.

#### **Autonomous Life:**

- Support for aging in place through housing adaptations, teleassistance, and home support services.
- Services that enable older individuals to maintain independence in familiar environments.



### Supported Life:

- Provision of long-term care, palliative services, and institutional care when autonomy is compromised.

These pillars are aligned with the World Health Organization's Age-Friendly Cities framework (2007, 2016) and reflect a life-cycle approach that anticipates future needs while addressing current vulnerabilities.

To consolidate the program, a collaborative governance structure was established. This was achieved with the signing of the Specific Agreement for the Creation of the **Local Information and Coordination Center for Longevity and Aging in Lisbon (CLIC-Lx)** on December 7, 2023.

This agreement involved key partners, including academic partner such as NOVA Medical School – Universidade Nova de Lisboa, and marked a new phase of the program, now known as Lisbon, A City with Life for All Ages.

With CLIC-Lx, the program gained:

- A strengthened commitment among partners
- An expanded human resources and action plan
- A governance model based on co-governance and cross-sectoral collaboration

The **RADAR Project** is the centerpiece of Lisbon's strategy to combat loneliness and social isolation. It exemplifies the program's commitment to inter-organizational collaboration and community engagement. Operating in all 24 city parishes, RADAR is structured into three levels of action:

- Inter-organizational level:
  - Involves 31 institutions sharing data and resources via the RADAR Platform.
  - Enables real-time coordination to address the needs of vulnerable elderly residents.
- Community level:
  - Establishes micro-networks of local organizations and businesses acting as "eyes and ears" to identify risk situations.
- Citizenship level:
  - Promotes civic awareness and mutual care through neighborhood-based interventions.

RADAR activities include:

- Street actions with partners, especially with public security police patrollers and local entities
- Home visits to assess needs and activate community resources.
- Local events such as guided tours, health sessions, and social gatherings.
- Regular phone check-ins to encourage participation and monitor well-being.

This initiative has inspired a national model—RADAR Social—currently being scaled across Portugal under the auspices of the Social Security Institute.

The 24 Parish Council Social Commissions play a crucial role in translating strategic goals into action. These commissions are responsible for identifying local problems, facilitating stakeholder coordination, and supporting the implementation of RADAR and other projects in the 24 city's political administrative parishes.

While formal evaluations are ongoing, initial indicators suggest that the Lisbon, City with Life for All Ages program has succeeded in building more inclusive and connected communities. The establishment of CLIC-Lx provides new opportunities for systematic data collection, policy innovation, and strategic planning.

Lisbon's comprehensive approach to tackling loneliness through the City with Life for All Ages program offers a compelling model for other urban areas. By combining strategic governance, intersectoral partnerships, and community engagement, the program addresses the structural, social, and emotional dimensions of aging. Through its alignment with European and international frameworks and its strong commitment to innovation and inclusion, Lisbon is paving the way for a more age-friendly and resilient urban future.

As a complement to the city's management tools, we can add the **Municipal Council for the Elderly**:

The Municipal Council for the Elderly is a consultative and participatory body of the Municipality of Lisbon, whose mission is to engage older people and the organizations that work with them in shaping municipal public policies in the field of ageing. Formally established on October 25, 2024, with its first Plenary Session, this Council was preceded by a significant participatory process aimed at gathering oral and written contributions regarding its Purpose, Priority Action Lines, and Operating Procedures. These contributions were collected from NGOs working with the elderly population in Lisbon and from members of the Lisbon Municipal Assembly. The inputs, analyzed and compiled into a summary document, were incorporated into the Council's Internal Regulations and served as groundwork for the Council's formulation of public policy recommendations.

Furthermore in 2024, the **3rd Citizens' Council** was held, in which, in accordance with the commitment made by the Lisbon City Council in the Lisbon COM VIDA Para Todas as Idades (Lisbon COM LIFE For All Ages) Program, one of the topics addressed was Longevity and Active Aging.

In accordance with the proposals presented by the citizens who participated in this Council, the Department for Social Rights of the Lisbon City Council held three consultation sessions with citizens and representatives of entities on May 8 and 14, 2025, with a view to gathering opinions and proposals for the definition of a CLIC-LX Activity Plan, in a collaborative and integrated approach.

As the KORALE project continues to facilitate peer learning and policy exchange across Europe, Lisbon's example underscores the importance of proactive, integrated, and participatory strategies in addressing one of the most pressing social challenges of our time.

#### **g) Good regional practices related to preventing and tackling loneliness**

In order to identify best practices taking place in the city of Lisbon, we launched a competition open to all local organizations and entities. This resulted in 22 project and initiative applications focused on combating unwanted isolation and loneliness. Subsequently, we conducted field research that identified more than 131 projects and initiatives working in this area.

From the analysis of this information, we identified 60 projects and initiatives, which we systematized into four categories, as follows:

- 1) **Lifelong Learning and Development:** Capacity-building and educational activities aimed at developing individual and social skills.
- 2) **Promotion of Community, Social, Cultural, and Civic Participation:** Encouraging active local participation and strengthening community ties and a sense of belonging through artistic, cultural, physical, and leisure activities that foster social interaction across all ages.
- 3) **Psychosocial Support, Health, and Well-being:** Providing assistance, regular visits, and phone calls to check on well-being, offer companionship, emotional support, and outdoor accompaniment.
- 4) **Awareness, Knowledge, and Prevention:** Identifying, understanding, and raising awareness about loneliness and isolation, as well as mobilizing society to create preventive strategies, combat ageism, and strengthen support and solidarity networks.

In category 1, we identified the good practice **Universidade da Terceira Idade do Lumiar** (Sénior University of Lumiar).

A Universidade da Terceira Idade do Lumiar (UTIL) was established in 2006 by the Lumiar Parish Council as a resource for individuals aged 55 and over who wish to continue learning and developing individual and social skills. It currently has more than 500 students and 60 volunteers. UTIL offers a wide range of subjects and curricula in various scientific, knowledge, and arts fields, taught almost entirely by volunteer instructors. Additionally, it organizes cultural, recreational, and physical activities such as lectures, workshops, film sessions, visits, and trips to places of historical and cultural interest, among others. These initiatives foster social interaction, human solidarity, active living, and community participation, significantly reducing loneliness and social isolation.

In category 2, we identified the good practice: **A Avó Veio Trabalhar** (Grandma came to work)

A Avó Veio Trabalhar is a creative center for artisanal production for people over 60, focusing on the elderly and their manual skills. Age is seen as a power where talents, aspirations and passions are celebrated individually. This good practice is a social project that empowers senior women by engaging them in artistic and manual work. We transform traditional crafts into contemporary design, fostering intergenerational knowledge exchange and promoting active aging. They value inclusivity, creativity, and sustainability. By offering workshops, collaborative projects, and skill-sharing sessions, they ensure that their community of grandmothers thrives in a supportive and dynamic environment. Ethical production, respect for traditional techniques, and fair work conditions are at the core of their mission.

In category 3, we identified the good practice **Pedalar Sem Idade Portugal** (cycling without age)

Pedalar Sem Idade Portugal, a non-profit organization to support the elderly, aims to implement the Cycling Without Age project in Portugal. This movement was founded in Denmark in 2014 and is now spread across 49 countries across the globe.

Having kicked off its activities in the Lisbon area, the project has a great scalability and replicability potential, both organically — through regional delegations and grassroots movements — and in a more structured fashion, through partnerships with local organizations and networks. The project offers 60minute rides in

specially designed vehicles (trishaws) which have been adapted to carry elderly people or those with impaired mobility. These rides are mostly free and led by volunteer pilots who have been properly trained. These rides are offered through institutions such as nursing homes, senior day care centers and health care clinics, as well as to families whose elderly relatives, despite still living at home, are homebound due to their mobility issues. Pedalar Sem Idade's goal is to help fight solitude and isolation in our target-audience. Additional benefits include a stronger integration of the elderly or physically impaired in their local communities, boosting their well-being, their self-esteem and their confidence levels. These rides are also an excellent way to bring families together in a healthy and engaging format, with a strong cross-generational component, capitalizing on the exponential growth the use of bicycles has benefited from in the last few years. Pedalar Sem Idade's trishaws and volunteer pilots will allow families to include their elderly in such leisurely activities, contributing to a stronger integration in their family and city life.

In category 4, we identified the good practice “**Projeto RADAR**” (RADAR Project)

The RADAR Project is the instrument to operationalise the program “Lisbon, City of All Ages”, its priority being the promotion of neighbourhoods with more solidarity, communication, and attention to the 65+ population, with a view to preventing isolation and loneliness from a community perspective. Besides the 30 organisations involved, the RADAR Project is based on a Community Radar network made up of local businesses and non-governmental organisations, which act as the city's “eyes and ears” to identify situations of social isolation, seeking to activate existing local resources in response to the needs identified. Based on a collaborative digital platform, RADAR allows centralising information in a single support accessible to all entities, optimising communication and data sharing. It also allows for monitoring and evaluating the social impact of the intervention in a structured and consistent way

**h) Map of relevant actors** (maximum 3 pages):

**Category 1: Lifelong Learning and Development**

- UTIL – Universidade da terceira idade da Junta de Freguesia do Lumiar
- UITI - Universidade Internacional para a Terceira Idade da Fundação Celeste e Herberto Miranda
- SSCML – Serviços Sociais da Câmara Municipal de Lisboa, Universidade Sénior
- Saber Maior – Universidade Sénior da Junta de Freguesia de Santa Maria Maior

- Universidade Sénior da Junta de Freguesia Campolide
- Universidade Sénior do Parque das Nações da Rotary Club Lisboa Parque das Nações
- ...

#### Category 2: **Promotion of Community, Social, Cultural, and Civic Participation**

- A Avó Veio Trabalhar da Fermanta Associação
- Academia do Bem-Estar da Associação Coração Amarelo
- Associação Viver Melhor no Beato
- Centro Social Polivalente Bairro Padre Cruz – interage Santa Casa da Misericórdia de Lisboa
- Centro Intergeracional Ferreira Borges– interage Santa Casa da Misericórdia de Lisboa
- Centro de Desenvolvimento Comunitário Bairro dos Lóios – interage Santa Casa da Misericórdia de Lisboa
- Fazer do Bairro a Nossa Casa, projeto comunitário na Penha de França
- ...

#### Category 3: **Psychosocial Support, Health, and Well-being:**

- Associação Alegria de Viver
- Associação Mais Proximidade
- NOVA Medical School
- Pedalar Sem Idade
- UNI-Idades
- Associação Coração Amarelo
- ...

#### Category 4: **Awareness, Knowledge, and Prevention:**

- Projeto RADAR
- Rede ¼ da Universidade NOVA de Lisboa
- Talento 55+
- Programa Sempre Acompanhados da Fundação La Caixa, desenvolvido pelo Centro Social Paroquial do Campo Grande
- Polícia de Segurança Pública (PSP) - Modelo Integrado de Policiamento de Proximidade (MIPP)
- Campanha #umdenós - Combate à Solidão pela Voz das Pessoas com Demência da Alzheimer Portugal

- Fundação Aga Khan
- ...

i) **SWOT analysis**

In terms of **methodology**, we carried out:

1. Competition open to all local organizations and entities, in order to identify best practices taking place in the city of Lisbon
  - This resulted in 22 project and initiative applications focused on combating unwanted isolation and loneliness.
2. Field research that identified more than 131 projects and initiatives working in this area
3. Creation of a community of practice, involving about 30 organizations.
4. Working meeting with representatives of the 30 organizations, to discuss the categorization of the projects and initiatives identified in the fieldwork, by areas of intervention
5. Four thematic workshops, (between march and abril) organised around the categories identified from the projects and initiatives taking place in Lisbon:
  - 1) **Lifelong Learning and Development:** Capacity-building and educational activities aimed at developing individual and social skills.
  - 2) **Promotion of Community, Social, Cultural, and Civic Participation:** Encouraging active local participation and strengthening community ties and a sense of belonging through artistic, cultural, physical, and leisure activities that foster social interaction across all ages.
  - 3) **Psychosocial Support, Health, and Well-being:** Providing assistance, regular visits, and phone calls to check on well-being, offer companionship, emotional support, and outdoor accompaniment.
  - 4) **Awareness, Knowledge, and Prevention:** Identifying, understanding, and raising awareness about loneliness and isolation, as well as mobilizing society to create preventive strategies, combat ageism, and strengthen support and solidarity networks.

In these four thematic workshops, each organization presented its project and a joint swot analysis was carried out. After gathering everyone's contributions, the KORALE Lisboa project team produced an overall swot analysis, which is presented below.



## SWOT analysis

### Strengths

- Diversity and scope of responses
- Recognition, legitimacy and impact on the community
- Integration and belonging
- Person-centred model and active participation
- Accessibility and inclusion
- Networking and effective partnerships
- Technical expertise and innovation
- Sustainability and creativity
- Adaptation of human resources to needs and opportunities

### Weaknesses

- Lack of resources and structured funding
- Ineffective communication and unattractive image
- Limited organisation and collaboration
- Lack of continuous innovation and organisational resistance
- Little individualised intervention and weak evaluation

### Opportunities

- Strengthening the local network and synergies
- Growing recognition of the theme
- Innovation and replicability
- Technology and digital transformation
- Demographic change as an opportunity

### Threats

- External conditions and vulnerability of beneficiaries
- Political changes and institutional instability
- Distrust and social stigmas
- Disarticulation between responses and lack of continuity

## j) Conclusions

The regional diagnosis of Lisbon, carried out within the framework of the KORALE project, highlights the complex and multidimensional nature of loneliness and unwanted social isolation in urban contexts, particularly among older populations. Lisbon is not only one of the European capitals with the highest aging indexes, but also one where a significant portion of the elderly population lives alone, without regular contact or support networks. This demographic reality intersects with socio-economic vulnerabilities and urban dynamics that, together, intensify feelings of loneliness and disconnection.

The work developed under the KORALE initiative, particularly through the creation of the Portuguese Community of Practice, involving 30 organisations from various sectors, represents a significant step forward in the way the city conceptualises and responds to these challenges. The four thematic areas defined—Lifelong Learning, Community Participation, Psychosocial Support, and Awareness and Prevention—provided a robust framework for mapping, analysing and selecting good practices already being implemented across the territory.

The diagnostic process revealed key strengths in the local ecosystem: a strong tradition of social innovation, active civil society, accumulated technical expertise, and institutional willingness to work in partnership. Initiatives such as the RADAR Project, AAvó Veio Trabalhar, or Pedalar Sem Idade demonstrate that Lisbon has the capacity to create and sustain impactful responses that are both rooted in the community and adaptable to changing needs.

However, the SWOT analysis also brought to light relevant weaknesses and threats. Among them: lack of stable and structured funding for social innovation, difficulties in inter-organisational coordination, insufficient communication and visibility of existing initiatives, and limited systems for monitoring impact. There is also an urgent need to overcome organisational inertia, reinforce trust between sectors, and mitigate the effects of political or institutional discontinuity.

In addition, structural challenges such as housing insecurity, unequal digital access, the increasing feminisation of aging, and rising costs of living further exacerbate the risk of social isolation and demand cross-sectoral responses. Loneliness cannot be addressed solely through social services—it must be integrated into health, housing, transport, education and urban planning policies.

In this sense, the Lisbon, City for All Ages Program emerges as a strategic framework capable of integrating and mobilising resources across sectors and institutions. The creation of the CLIC\_Lx – Local Information and Coordination Centre for Longevity and Ageing, and the inclusion of key academic partners like NOVA Medical School, signal a new phase of governance and operational capacity in the city's aging strategy.

Ultimately, the diagnosis confirms that loneliness is not a marginal or peripheral issue, but a central concern for contemporary urban societies. It is both a symptom and a cause of broader phenomena such as inequality, social fragmentation, and declining democratic participation. Therefore, responses must go beyond mitigating symptoms—they must work to transform the conditions that create and perpetuate loneliness.

The KORALE project has provided Lisbon with a space for learning, sharing and systematising local knowledge. Moving forward, the challenge lies in consolidating this collective effort, ensuring the sustainability of good practices, scaling successful initiatives, and continuing to position Lisbon as a reference city in Europe in terms of policies that promote connection, well-being, and social belonging at all ages.

**k) Recommendations for:**

**a) Building on Strengths:**

- Strengthen networking and local synergies
- Take advantage of existing know-how and professionalism
- Valorise and publicise positive impacts
- Expand the ‘personalised response’ model

**b) To overcome weaknesses:**

- Create a joint communication strategy
- Strengthen the attraction of structured financing
- Invest in training and professionalizing teams

**c) To Mitigate Threats:**

- Create a legal framework of protection for home visits
- Develop campaigns against ageism and mistrust
- Promote integrative and sustainable public policies
- Improve accessibility and physical conditions in critical areas

**d) To seize opportunities:**

- Fit local projects into global networks and programs

- Invest in digital literacy and the use of technology for support and assistance
- Transform beneficiaries into active agents
- Invest in replicable and adaptable models

## **Annex: Good practices from Lisbon**

# Good Practice RADAR PROJECT

## Contact person

Your details	First name	Mário
	Last name	André
	Email	Mario.andre@scml.pt
	Phone number	+351 924457323

**Do you want to indicate a different contact person for this good practice?**

No

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

**In case 'yes' is selected, the following section appears:**

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

**Are you involved in an Interreg Europe project?**

No

---

If you are involved in more than one project, please choose the project for which you are submitting this good practice.

See our list of [approved projects](#).

---

**In case 'yes' is selected, the following section appears:**

---

**Please select the project acronym:**

Drop-down list of Interreg Europe approved projects

---

## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

---

**Is your organisation the main institution in charge of this good practice?** Yes

---

**In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.**

Santa Casa da Misericórdia de Lisboa  
Largo Trindade Coelho, N° 1  
1200-470 Lisboa (Portugal)



## Good practice general information

<b>Thematic objective of the practice:</b>	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives
--	--

<b>Implementation level of the practice:</b>	Regional
--	----------

Country	Portugal
---------	----------

Region	Lisbon
--------	--------

City	Lisbon
------	--------

**Practice image**



<b>Title of the practice</b>	<b>RADAR Project</b>
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## Good practice detailed information

### Short summary of the practice:

Collaborative strategy that aims to identify and georeferenciate of older people in situations of vulnerability, isolation and unwanted loneliness, promoting their well-being and participation in community dynamics.

### Detailed information on the practice:

In practice, the RADAR Project bases its intervention strategy on three levels:

1. inter-organizational level, involving 31 organizations from the City of Lisbon, which, through a collaborative digital platform - the RADAR Platform -, allows sharing information, knowledge and resources relating to the situation of elderly people in situations of vulnerability, isolation and loneliness. desired;
2. At the community level, which aims to create local microgrids made up of local companies and other non-profit organizations that function as “the eyes and ears of the city”, in identifying risk situations;
3. The level of active citizenship, which seeks to raise awareness among all citizens of the City of Lisbon to be aware of what is happening around them, in their neighborhood, seeking to build networks of mutual care, thus reinforcing the social cohesion of the City.

To achieve its objectives, the following are developed:

- ✓ street actions with partners, especially with public security police patrollers and local entities;
- ✓ Home visits with the aim of better understanding the situation in which people live and seeking to activate local resources to respond to their needs;
- ✓ holding local events with partners: tours, hikes, health education sessions; meetings; social gathering; etc.
- ✓ Telephone contacts with people integrated into the RADAR Platform promoting their involvement in activities and events that take place in their community;

**Timescale (start/end date):** February 2019 – 2026

**Annual budget:** 763 689,38€

### Resources needed:

Human resources: 649 735,78

Other costs: 113 953,60

**Evidence of success  
(results achieved):**

The RADAR project works in partnership with 31 organizations in the city and is based on a digital platform shared between 361 users from the various institutions. By the end of August 2024, 38,858 people 65+ living in the 24 city's political administrative parishes; had joined the project and 4,770 community radars (local businesses, pharmacies, associations, etc.) had joined the project. In 2023, the project made 13,541 telephone calls to the population it supports and organized 1,132 external actions - street actions for face-to-face contact with the 65+ population and with the community radars, promotional and awareness-raising actions and actions to promote the participation of older people.

**Potential for learning or  
transfer:**

The RADAR project operates in the 24 city's political administrative parishes. The social security institute has currently issued a call for tenders to finance the creation of specialized multidisciplinary technical teams to implement RADAR Social, which will operate throughout the country, with the RADAR Project being the source of inspiration.

**External website (optional):** <https://lisboacomvida.scml.pt/projeto-radar/>

**Tags related to your  
practice (optional):**

Select from existing keywords

**Documents (optional):**

[https://lisboacomvida.scml.pt/wp-content/uploads/2022/03/guia\\_pratico-projetoradar.pdf](https://lisboacomvida.scml.pt/wp-content/uploads/2022/03/guia_pratico-projetoradar.pdf)

**Video (optional):**

<https://www.youtube.com/watch?v=diLuxZmy6bc&t=9s>



*Images (optional):*







# Good Practice A Avó Veio Trabalhar

To submit a good practice, you must register on the Interreg Europe website. You can submit your good practice through your user dashboard (good practices).

## Contact person

*A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.*

*Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.*

Your details	First name Susana
	Last name António
	Email <a href="mailto:Susana.antonio@fermenta.org">Susana.antonio@fermenta.org</a>
	Phone number 00351 927628363

Do you want to indicate a ☐ Yes ☒ No  
different contact person  
for this good practice?

Only members of the Interreg Europe  
Community can be indicated as  
contact person for a good practice.

In case 'yes' is selected, the following section appears:

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

Are you involved in an Interreg Europe project? **No**

If you are involved in more than one project, please choose the project for which you are submitting this good practice.  
See our list of [approved projects](#).

In case 'yes' is selected, the following section appears:

Please select the project acronym: Drop-down list of Interreg Europe approved projects

## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

Is your organisation the main institution in charge of this good practice? **Yes**

In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.

Fermenta Association

Project Avó Veio Trabalhar/ Grandma Came to Work

Based in Lisbon, Portugal



A Avó Veio Trabalhar is a creative and social project that empowers senior women by engaging them in artistic and manual work. We transform traditional crafts into contemporary design, fostering intergenerational knowledge exchange and promoting active aging.

We value inclusivity, creativity, and sustainability. By providing workshops, collaborative projects, and skill-sharing sessions, we ensure that our community of grandmothers thrives in a supportive and dynamic environment. Ethical production, respect for traditional techniques, and fair work conditions are at the core of what we do.

Our initiative not only preserves cultural heritage but also enhances the well-being and social inclusion of older women. Through their artistry, they gain confidence, see themselves in a more positive light being proud of their own aging, and gain renewed sense of purpose, proving that creativity knows no age.

## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

Thematic objective of the practice:	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives	
Implementation level of the practice:	Select National/Regional/Local	
	Country	Portugal
	Region	Lisbon
	City	Lisbon
Practice image	Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.	
Title of the practice	Using CREATIVITY and sense of purpose to tackle loneliness and social isolation of elders	

## Good practice detailed information

*The questions below in italic are optional.*

<b>Short summary of the practice:</b>	A Avó Veio Trabalhar empowers seniors through creativity, fostering social connections and a sense of purpose to combat loneliness and isolation.
<b>Detailed information on the practice:</b>	<p>In Lisbon, over 1.2 million elderly individuals often face social isolation and economic vulnerability. Urban challenges such as deteriorating housing and inadequate community facilities exacerbate their loneliness and marginalization. Recognizing these issues, "A Avó Veio Trabalhar" ("Grandma Came to Work") was established in 2014 to promote active aging and social inclusion among seniors.</p> <p>The initiative aims to empower individuals aged 60 and above by engaging them in artisanal and creative activities, thereby fostering a sense of purpose and community. Key components include: <b>Workshops:</b> Monthly sessions open to all, focusing on skills like silkscreening, creative embroidery, and knitting. These workshops encourage intergenerational learning and community building. <b>Product Development:</b> Participants collaborate to design and produce unique handcrafted items, blending traditional craftsmanship with contemporary design. Each product is personalized with the creator's photo and the tagline "She made it for you," honouring individual contributions. <b>Experiences:</b> The project offers cultural and touristic experiences that connect geography and emotion, as well as baking and storytelling sessions, enriching the community's cultural fabric.</p> <p>The primary beneficiaries are seniors seeking engagement and community connection. The project also involves local artists, designers, and young volunteers who collaborate, fostering intergenerational bonds. Additionally, the broader community benefits from cultural events and access to unique handcrafted products that reflect the rich traditions and talents of the senior participants.</p> <p>This practice not only addresses the pressing issue of elder isolation but also revitalizes traditional crafts, enriching the cultural landscape and strengthening community ties.</p>
<b>Timescale (start/end date):</b>	September 2014 – March 2025 / ongoing

<b>Resources needed:</b>	"A Avó Veio Trabalhar" operates with an annual budget of €70,000, with 25% coming from external funding and 75% from self-generated revenue. The core team consists of 4 members, supported by around 10 volunteers per year. This structure enables the engagement of elderly participants in creative and social activities.
<b>Evidence of success (results achieved):</b>	"A Avó Veio Trabalhar has engaged more than 1000 seniors and 400 youngsters, since its launch, with more than 140 active participants annually. It has hosted 500+ workshops, fostering creativity and reducing social isolation. Participants report increased self-esteem, sense of belonging, and social connections. The project generates 75% of its own revenue, proving its sustainability. Recognized internationally, it showcases the value of active aging through creativity."
<b>Potential for learning or transfer:</b>	<p>"A Avó Veio Trabalhar" is a scalable and adaptable model that can benefit regions facing elderly isolation. Its success is driven by three key factors: (1) a strong community-building approach, (2) financial sustainability through a mix of funding and self-generated revenue, and (3) a creative hub model that integrates traditional craftsmanship with modern design. These elements make it feasible for replication in different cultural and economic contexts.</p> <p>A key challenge in transferring the practice is ensuring initial financial stability and securing local partnerships to engage both elderly participants and creative professionals. However, the model has already inspired similar initiatives in Portugal and beyond. It can be particularly relevant in regions with aging populations, where social isolation and lack of purpose are pressing issues.</p> <p>The project's flexible implementation—through workshops, product development, and experiences—makes it an effective blueprint for other communities."</p>
<b>External website (optional):</b>	<a href="http://www.fermenta.org">www.fermenta.org</a>
<b>Tags related to your practice (optional):</b>	<a href="https://twitter.com/aavoveiotrabalhar">#aavoveiotrabalhar</a>
<b>Documents (optional):</b>	Add documents to support your good practice
<b>Video (optional):</b>	<a href="https://dai.ly/x95f5z2">https://dai.ly/x95f5z2</a>
<b>Images (optional):</b>	Add images to support your good practice

# Good Practice Pedalar sem Idade

To submit a good practice, you must register on the Interreg Europe website. You can submit your good practice through your user dashboard (good practices).

## Contact person

*A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.*

*Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.*

Your details	First name: Margarida
	Last name: Guedes de Quinhones
	Email margarida@pedalarsemidadeportugal.pt
	Phone number +351 931 768 300

**Do you want to indicate a different contact person for this good practice?**

No

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

**In case 'yes' is selected, the following section appears:**

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

**Are you involved in an  
Interreg Europe project?**

No

If you are involved in more than one project,  
please choose the project for which you are  
submitting this good practice.

See our list of [approved projects](#).

**In case 'yes' is selected, the following section appears:**

**Please select the project  
acronym:**

Drop-down list of Interreg Europe approved projects

## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

**Is your organisation the  
main institution in charge  
of this good practice?**

Yes

**In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.**

Pedalar Sem Idade Portugal, a non-profit organization to support the elderly, aims to implement the Cycling Without Age project in Portugal. This movement was founded in Denmark in 2012 and is now spread across in more than countries across the globe. Having kicked off its activities in the Lisbon area, the project has a great scalability and replicability potential, both organically — through regional delegations and grassroots movements — and in a more structured fashion, through partnerships with local organizations and networks. The project offers 60minute rides in specially designed vehicles (trishaws) which have been adapted to carry elderly people or those with impaired mobility. These rides are mostly free and led by volunteer pilots who have been properly trained. These rides are offered through institutions such as

nursing homes, senior day care centers and health care clinics, as well as to families whose elderly relatives, despite still living at home, are homebound due to their mobility issues.

Pedalar Sem Idade's goal is to help fight solitude and isolation in our target-audience. Additional benefits include a stronger integration of the elderly or physically impaired in their local communities, boosting their well-being, their self-esteem and their confidence levels. These rides are also an excellent way to bring families together in a healthy and engaging format, with a strong cross-generational component, capitalizing on the exponential growth the use of bicycles has benefited from in the last few years. Pedalar Sem Idade's trishaws and volunteer pilots will allow families to include their elderly in such leisurely activities, contributing to a stronger integration in their family and city life.



## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

<b>Thematic objective of the practice:</b>	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives	
<b>Implementation level of the practice:</b>	Select National/Regional/Local	
	Country	Portugal
	Region	Metropolitan Area of Lisbon
	City	Lisbon

Practice image



<b>Title of the practice</b>	<i>The right to feel the wind in your hair</i>
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## Good practice detailed information

*The questions below in italic are optional.*

### Short summary of the practice:

Tackling unwanted loneliness and social isolation among seniors through regular rides on adapted bicycles (trishaws) provided by volunteer pilots.

### Detailed information on the practice:

It should also be noted that the outings are complemented by a stop for coffee, ice cream and visits to museums, partnerships that PSI Portugal has established, and which allow free access to these activities.

By publicising the project and listening to opinions on the proposed activities and the ways in which they are carried out, both from the beneficiaries and from partner organisations and other relevant stakeholders, the action can be improved. All the project's beneficiaries take part in an initial and final evaluation protocol, which is essential for obtaining relevant information for the development of the activities, allowing for continuous improvement.

### Timescale (start/end date):

September 2019 – ongoing

### Resources needed:

We are a team of six people, working full time, currently supported by a new model of philanthropy in Portugal, called Impact Investment, and the main source of income are the patron's model. As far as financial resources are concerned, the Association's sustainability model is based on patronage. The rides are free for those who enjoy them because someone offers them. Although they are run by volunteer riders, there are fixed costs inherent to the activity: the HR staff who manage the rides, stakeholder relations, impact measurement, training for volunteers and volunteer trainers, rent, insurance, wear and tear and maintenance of the trishaws. We make a lot of applications and are very creative.

### Evidence of success (results achieved):

Impact Study PT2020 – reduce levels of loneliness among senior citizens by 50% carried out with the support of the Portuguese Catholic University

	<p>Project with National School of Public Health - increase well-being of passengers</p> <p>And another project - metrics also a reduction of at least 50% in perceived loneliness and an increase in the general well-being of passengers with a mental health diagnosis</p> <p>We achieved and exceeded the metrics we set ourselves, using 1 baseline moment, 1 form after the first ride and after six months. We applied satisfaction forms to partners and volunteers.</p>
<b>Potential for learning or transfer:</b>	<p>Expansion model that we have been testing has proved to be an easily replicable solution. It has been interesting to see that both public and private organizations have joined PSI Portugal and become active agents in the fight against this growing social problem. Lisbon serves as a 'laboratory' to test new target audiences, expand partnerships, complement rides, create other forms of sustainability such as Solidarity Team Buildings, and solidify the easily replicable and scalable expansion model. You can't solve social problems without scale and time. The expansion model we have defined of centralizing the management has been proving efficiency. We have created digital tools for communicating, online theoretical training, wrote manuals, a code of conduct, a Welcome Manual, Volunteer Contracts, protocols with beneficiary partner entities, the rides are booked on the website. That ensures that public and private entities trust the Association to implement a new Chapter in their cities. We have collaboration protocols with municipalities, private organizations and even a consortium.</p>
<b>External website (optional):</b>	<a href="http://www.pedalarsemidadeportugal.pt">www.pedalarsemidadeportugal.pt</a>
<b>Tags related to your practice (optional):</b>	<a href="#">#cyclingwithoutage</a> <a href="#">#pedalarsemidadeportugal</a>
<b>Documents (optional):</b>	<i>Add documents to support your good practice</i>
<b>Video (optional):</b>	<a href="https://youtu.be/xRgv6Dc9Zfc?si=IBgqyziquus4sQFeq">https://youtu.be/xRgv6Dc9Zfc?si=IBgqyziquus4sQFeq</a>
<b>Images (optional):</b>	



# Good Practice template

## Contact person

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*Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.*

Your details	First name	Ana Luiza
	Last name	Scripilliti Ribeiro
	Email	info@55mais.pt
	Phone number	+351 930 556 575

Do you want to indicate a different contact person for this good practice? Yes / No

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

In case 'yes' is selected, the following section appears:

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

Are you involved in an Interreg Europe project? Yes / No

If you are involved in more than one project, please choose the project for which you are submitting this good practice.  
See our list of [approved projects](#).

In case 'yes' is selected, the following section appears:

Please select the project acronym: Drop-down list of Interreg Europe approved projects



## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

Is your organisation the main institution in charge of this good practice? Yes / No

In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.

## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

Thematic objective of the practice:	In case the good practice is not part of an Interreg Europe project, selection of one of the 24 specific objectives		
Implementation level of the practice:	Select National/Regional/Local		
	Country	Portugal	
	Region	National	
	City	National	

*Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.*

Practice image



Title of the practice	Movimento Associação 55+
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## Good practice detailed information

*The questions below in italic are optional.*

**Short summary of the practice:** *This short text works as a preview for the good practice and it will appear at card level. [160 characters]*

55+ activates, values, and integrates people aged 55+ through services that fight isolation and ageism while promoting inclusion and wellbeing.

**Detailed information on the practice:**

*Please provide information on the practice itself. In particular:*

- *What is the problem addressed and the context which triggered the introduction of the practice?*
- *How does the practice reach its objectives and how it is implemented?*
- *Who are the main stakeholders and beneficiaries of the practice?*

*[1500 characters]*

55+ was created to address the growing issue of social isolation, inactivity, and exclusion of people aged 55 and over in Portugal, particularly those who are retired or unemployed. In a country where this demographic exceeds 4.3 million, many still wish to contribute to their communities and lead active lives but lack structured opportunities to do so. Ageism and outdated views on ageing continue to limit their participation in society, and these challenges can lead to inactivity, loneliness, and a reduced sense of purpose, with negative impacts on health, autonomy, and wellbeing.

To address this, 55+ developed an online nationwide platform that connects experienced individuals (55+) to people, businesses, and institutions in need of everyday services such as cooking, cleaning, gardening, small repairs, and more. The project promotes active ageing by recognising the value of lived experience and creating paid opportunities for older adults to contribute to their communities in meaningful ways.

The initiative is implemented through community outreach, strategic partnerships, and a service matching model that balances the needs of clients with the availability and skills of each talent. It fosters informal support networks and intergenerational connections, reinforcing inclusion and dignity.

Stakeholders include municipalities, companies, NGOs, and individual clients. The direct beneficiaries are older adults seeking a renewed sense of purpose, income, and social connection. Indirectly, communities benefit from increased cohesion, service accessibility, and a shift in the way society views ageing and older people.

*e.g., June 2012 – May 2014 / ongoing*

**Timescale (start/end date):**

October 2018 – Ongoing

**Resources needed:**

*Please specify the number of funding/financial resources used and/or the human resources required to set up and to run the practice. [300 characters]*

55+ is financially sustained through a combination of revenue generated by a small percentage charged on the services provided by our Talents, support from European funds, and the continuous work of a dedicated in-house team:

CEO - Elena Durán

COO - André Moreira

Impact Growth Manager - Ana Luiza Ribeiro

Customer Success Managers - Joana Alves and Helena Lacerda

Local Engagement Coordinator - Selma Ferreira

*Why is this practice considered as good? Please provide factual evidence that demonstrates its success or failure (e.g., measurable outputs/results). [500 characters]*

**Evidence of success (results achieved):**

Since 2018, 55+ has delivered over 51,842 hours of service, generating €322,696 in income for people aged 55+. In 2024 alone, 88% of participants reported positive life changes, and 85% of clients stated the experience improved their perception of older adults. The model ensures both high-quality service delivery and measurable social impact, proving its effectiveness and replicability.

*Please explain why you consider this practice (or some aspects of this practice) as being potentially interesting for other regions to learn from. This can be done e.g., through information on key success factors for a transfer or on, factors that can hamper a transfer. Information on transfer(s) that already took place can also be provided (if possible, specify the country, the region – NUTS 2 – and organisation to which the practice was transferred)*

*[Technical: A good practice be edited throughout a project lifetime (e.g., to add information on the transfers that have occurred)]*  
*[1000 characters]*

**Potential for learning or transfer:**

The challenges of ageing, loneliness, and inactivity among older adults are global and growing across regions. Because 55+ responds to these universal issues with a simple, community-based model, it is highly replicable. Its success lies in its adaptability to different local contexts, requiring only a network of motivated individuals, basic coordination, and partnerships with local stakeholders. The model can be scaled in urban or rural areas, as it builds on existing community strengths and resources. It does not require heavy infrastructure or investment, making it accessible for other regions or organisations. The project has already expanded across several regions of Portugal and is prepared for transfer to new geographies. Its core approach—recognising the value of older people's experience, promoting inclusion, and meeting everyday service needs—can be applied in any context where ageing and social isolation are growing concerns.

**External website (optional):** <https://55mais.pt/>

**Tags related to your practice (optional):**

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*Documents (optional):*

*Add documents to support your good practice*

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*Video (optional):*

<https://www.youtube.com/watch?v=szTy4MYLavg>

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*Images (optional):*

*Add images to support your good practice*

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# Good Practice temate

## Contact person

*A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.*

*Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.*

Your details	Sandra
	Costa
	sandra.costa@scml.pt
	Phone number

**Do you want to indicate a different contact person for this good practice?** Yes  
Mário Rui André

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

---

**In case 'yes' is selected, the following section appears:**

Email of the contact person: mario.andre@scml.pt

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

---

**Are you involved in an Interreg Europe project?** No

---

If you are involved in more than one project, please choose the project for which you are submitting this good practice.

See our list of [approved projects](#).

---

**In case 'yes' is selected, the following section appears:**

---

**Please select the project acronym:**

Drop-down list of Interreg Europe approved projects

---

## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

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**Is your organisation the main institution in charge of this good practice?** No

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**In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.**

**SCML**

## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

<b>Thematic objective of the practice:</b>	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives	
<b>Implementation level of the practice:</b>	Select National/Regional/Local	
	Country	Portugal
	Region	Lisbon
	City	Lisbon (Carnide)
<b>Practice image</b>	Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.	
<b>Title of the practice</b>	[100 characters]	

## Good practice detailed information

*The questions below in italic are optional.*

### Short summary of the practice:

The Centro Social e Polivalente do Bº Padre Cruz (CSP) is a SCML facility that provides various services and daily work with different age groups, such as : children, youth, adults, and the elderly). This center is located in Bº Padre Cruz, which is the largest social housing neighborhood on the Iberian Peninsula, in the civil parish of Carnide. In this context, the daily work aims to combat isolation and promote the well-being of the services users. Given the age diversity, the focus is on intergenerational and collaborative work.

### Detailed information on the practice:

The users of this facility include who daily attend services such as the daycare center, day center, socio-educational activities, assisted living residences, digital inclusion space, community support service, social assistance. This social assistance regards to the meeting, with social workers and families from Carnide and Benfica, that benefit from social care.

Being part of a community, we place great importance on partnerships and local entities, with whom we work daily. It is through this collaborative work that we carry out many joint activities and make the existing spaces in CSP available for use by our partners as well.

Our services operate Monday through Friday, from 8:00 AM to 6:00 PM, except for the Assisted Living Residences, which operate 24 hours a day. These residences were established through a protocol between the Lisbon City Council, Santa Casa, and the Bº Padre Cruz Residents' Association, as part of the neighborhood's regeneration process and as a housing alternative for elderly individuals who are still autonomous, postponing institutionalization. The entire collaborative and co-governance process at the heart of CSP represents an opportunity for innovation and growth, not only for the residents of Bairro Padre Cruz but also for the city of Lisbon.

This is a social response developed in 30 apartments with a capacity for 36 residents. It includes optional-use spaces and/or services, spread across three floors, aimed to provide an integrative response for elderly or other partially



	<p>or fully autonomous individuals, addressing housing, socioeconomic, cultural, spiritual, psychological, and health needs.</p> <p>This type of collaborative housing is a residential model that combines independent housing units with shared community spaces and offers services such as meals, cleaning, and social interaction.</p> <p>Given the diversity of services a set of daily activities is scheduled for each service area, some of which are joint (intergenerational), while others arise from specific projects and calendar events.</p> <p>These activities aim primarily to promote the exchange of knowledge, experiences, and skills among different generations in a social environment, in order to strengthen bonds, fight social isolation, and promote active aging, as well as contribute to individual and collective learning and development.</p>
<b>Timescale (start/end date):</b>	<p>CSP Bº Padre Cruz works daily and was inaugurated in September 2015/ ongoing</p>
<b>Resources needed:</b>	<p>In terms of human resources, this facility has a total of 30 staff members from social professional fields and is supported by 3 outsourced companies for catering, cleaning, and 24-hour security services. There are also additional resources from Santa Casa da Misericórdia de Lisboa, who, although not part of the permanent staff, regularly come to support specific areas such as physiotherapy and psychology.</p> <p>Human resources are distributed across services according to needs. The team includes early childhood educators, educational assistants, general service assistants, geriatric and community support assistants, a social worker, administrative staff, socio-cultural animators, activity monitors, a driver, and receptionists.</p> <p>From a financial perspective, the equipment has a budget of 75.300,00 for the year 2025.</p> <p>Financial Resources:</p> <p>This collaborative practice is considered a good practice due to its ability to integrate all users and the local community—from the development of socio-emotional skills to improved communication and decision-making. It also includes improvements in the quality of life for</p>

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residents, increased safety and well-being, and the promotion of a culture of respect and trust between residents and caregivers.

Additionally, collaboration facilitates can easily identify problems and solutions. Promotes the active participation of residents in their own care. Being housed in a facility that includes various services and age groups also enables social inclusion, combats loneliness, and increases self-esteem, as well as the sharing of experiences and values. With this practice, we aim for young people to develop greater respect for the elderly and learn social and emotional skills through the experiences and wisdom of older generations.

During activities involving both, the children show strong empathy toward the older participants, while the elderly display fewer symptoms of depression and increased self-esteem.

There is also a noticeable increase of mutual support networks, enhance social cohesion, and a lower incidence of loneliness. Elderly participants feel more valued.

This type of practice is still uncommon in Portugal, especially regarding assisted living residences, which serve as a middle ground between living alone at home and full institutionalization. These residences allow individuals with some autonomy to maintain their privacy while benefiting from safety in emergency situations and access to personalized assistance, including support with hygiene, meals, and medication. Socially, they also enable residents to live among others, reducing isolation and providing a range of activities that enhance their well-being.

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**Evidence of success  
(results achieved):**

At present, our facility has an average daily attendance of approximately 140 users. Of these, 34 are permanent residents, while the remaining individuals attend the various services offered from Monday to Friday. The Assisted Living Residences accommodate 34 users; the Day Center has 58 registered participants; the Nursery serves 40 children; the Socio-Educational Program engages 23 young people; and the Community Support Service provides assistance to 14 users. Additionally, community members are attended daily through our Social Support Services.

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A wide range of weekly activities is held within the facility, including visual arts workshops, Guided Meditation sessions, the “Compassos de Bem-Estar” well-being program, Psychomotricity classes, physiotherapy sessions, the Community Music initiative, Recreational Games, a monthly religious Mass, a monthly Dance, as well as intergenerational activities. Examples of such intergenerational initiatives include elderly residents accompanying two-year-old children to a neighboring early childhood center for joint activities, or escorting them to the local library.

Throughout the year, all festive events—such as Christmas, Carnival, Easter, and Popular Saints celebrations—are collaboratively planned and carried out across all departments and age groups. Additional occasional activities are also organized in partnership with local entities, taking place either within the facility or in other community venues.

Beginning in August, a new partnership under the BIP ZIP program will be launched with a local organization, which will provide weekly sessions of theater, singing, and dance for our users. Furthermore, external excursions and holiday camps are also organized periodically.

Residents of the Assisted Living Units are welcome to participate in Day Center activities, engage in programs of their choice, and enjoy access to all shared spaces.

**Potential for learning or transfer:**

Please explain why you consider this practice (or some aspects of this practice) as being potentially interesting for other regions to learn from. This can be done e.g., through information on key success factors for a transfer or on, factors that can hamper a transfer. Information on transfer(s) that already took place can also be provided (if possible, specify the country, the region – NUTS 2 – and organisation to which the practice was transferred)

[Technical: A good practice be edited throughout a project lifetime (e.g., to add information on the transfers that have occurred)]

[1000 characters]

**External website (optional):** [www.scml.pt](http://www.scml.pt)

**Tags related to your practice (optional):**

Intergenerationality; Collaboration; unwanted loneliness

---

***Documents (optional):***

*Add documents to support your good practice*

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VID-20250416-WA0  
001.mp4

***Video (optional):***



VID-20250416-WA0  
003.mp4



***Images (optional):***





# Good Practice template

## Contact person

A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.

Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.

Your details	First name	Leonor
	Last name	Serzedelo
	Email	Leonor.serzedelo@une-idades.pt
	Phone number	00351 927390400

Do you want to indicate a different contact person for this good practice? [Yes](#) / [No](#)

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

In case 'yes' is selected, the following section appears:

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

Are you involved in an Interreg Europe project? [Yes](#) / [No](#)

If you are involved in more than one project, please choose the project for which you are submitting this good practice.  
[See our list of approved projects.](#)

In case 'yes' is selected, the following section appears:

Please select the project acronym:	Drop-down list of Interreg Europe approved projects
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## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

Is your organisation the main institution in charge of this good practice? [Yes](#) / [No](#)

In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.

Associação Une-Idades

[www.une-idades.pt](http://www.une-idades.pt)

instagram: <https://www.instagram.com/une.idades?igsh=MW43NHk2YnE2ZW5xeg==>

linkedin: <https://www.linkedin.com/company/une-idades/?viewAsMember=true>

NIF/NIPC: 517852349

Segurança Social: 25178523490

Morada:

Rua São Joaquim nº6, 3 dto, 1250-234 Lisboa

Sede:

Praça Nuno Rodrigues dos Santos,

Número 14 B

1600-171 Lisboa

Certificado de Admissibilidade: 7288-1015-6626

RCBE UNE.IDADES: f88f2e76-bf15-466c-991a-897be2cfd20



## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

Thematic objective of the practice:	In case the good practice is not part of an Interreg Europe project, selection of one of the 24 specific objectives	
Implementation level of the practice:	Select National/Regional/Local	
	Country	Drop-down list
	Region	Área Metropolitana de Lisboa
	City	Lisboa
Practice image	Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.	
Title of the practice	Une-Idades: Intergenerational Home-Sharing for Social Impact	

## Good practice detailed information

*The questions below in italic are optional.*

Short summary of the practice:

A social innovation offering safe, supported home-sharing between seniors and students, reducing loneliness and housing shortages for maximum social impact.[160 characters]

Detailed information on the practice:

Please provide information on the practice itself. In particular:

- What is the problem addressed and the context which triggered the introduction of the practice?
- How does the practice reach its objectives and how it is implemented?
- Who are the main stakeholders and beneficiaries of the practice?[1500 characters]

The Une-Idades programme addresses two urgent and interrelated social challenges: the isolation and loneliness of older adults, and the growing housing and emotional insecurity faced by young people, particularly university students living away from home. Triggered by demographic ageing and a rising mental health crisis among youth, the programme offers a structured model of intergenerational cohabitation.

Through a careful process of screening, compatibility-based digital matching, pre-placement training, and ongoing coaching, Une-Idades creates safe and supportive living arrangements between seniors with available rooms and young students in need of affordable housing. Each pair is closely monitored to ensure mutual wellbeing and integration.

While seniors gain companionship, purpose and renewed autonomy, young people benefit from a safe and emotionally grounding environment during a formative stage of life. This fosters their integration into university life, employment, and community, helping to reduce loneliness and social disconnection.

Key stakeholders include local authorities, universities, third-sector organisations, and corporate partners who provide logistical, technological, legal support among others. The main beneficiaries are older adults living alone and young students or early-career professionals, with extended benefits for families and the wider community.

Timescale (start/end date):

Dec 2023 – ongoing



Resources needed:	<p>Please specify the number of funding/financial resources used and/or the human resources required to set up and to run the practice. [300 characters].</p> <p>Based on the 2024 management report, Une-Idades received €7,600 from founders, €38,220 in donations and prizes (incl. Rock'n'Law and Santa Casa), and €11,958 from its own service fees. The programme runs with 2 staff, 2 additional staff are needed to scale nationally..</p>
Evidence of success (results achieved):	<p>Why is this practice considered as good? Please provide factual evidence that demonstrates its success or failure (e.g., measurable outputs/results). [500 characters]</p> <p>This practice is effective and impactful: 40 intergenerational pairs mean 80 direct beneficiaries, plus over 200 indirect beneficiaries (family members). When considering extended impact on families' employers and public services — through better mental and physical health — the broader societal gains are clear. The model is scalable, low-cost, and proven successful, winning 1st place in Rise for Impact 2024.</p>
Potential for learning or transfer:	<p>Please explain why you consider this practice (or some aspects of this practice) as being potentially interesting for other regions to learn from. This can be done e.g., through information on key success factors for a transfer or on, factors that can hamper a transfer. Information on transfer(s) that already took place can also be provided (if possible, specify the country, the region – NUTS 2 – and organisation to which the practice was transferred)</p> <p>[Technical: A good practice be edited throughout a project lifetime (e.g., to add information on the transfers that have occurred)] [1000 characters]</p> <p>This practice is highly transferable, particularly as Europe faces urgent demographic shifts. An ageing population demands new behavioural and social models. This practice offers a low-cost, high-impact solution for active ageing, social cohesion, and youth integration. It promotes quality longevity for seniors while helping younger generations learn to live and thrive in age-diverse societies. Its success depends on strong local partnerships, clear communication to build trust with seniors, and digital tools for efficient matching. Transferability is high where there is urban housing pressure and social isolation. The model has already proven scalable within Portugal (Lisbon Metropolitan Area), with plans to expand to 5 university cities. It can be adapted to other European regions (e.g., NUTS II) with ageing demographics and student housing needs. Key to transfer is ecosystem cooperation, involving municipalities, universities, and the private sector.</p>
External website (optional):	<p>Link to where further information on the good practice can be found <a href="#">Duas gerações – Uma Casa   Une-Idades</a></p>

Tags related to your practice (optional):	<p>Select from existing keywords</p> <p><a href="https://www.instagram.com/une.idades?igsh=MW43NHk2YnE2ZW5xeq==">https://www.instagram.com/une.idades?igsh=MW43NHk2YnE2ZW5xeq==</a>;</p> <p><a href="https://www.linkedin.com/search/results/all/?fetchDeterministicClustersOnly=true&amp;heroEntityKey=urn%3Ali%3Aorganization%3A105454397&amp;keywords=une-idades&amp;origin=RICH_QUERY_TYPEAHEAD_HISTORY&amp;position=0&amp;searchId=ed6ea63d-7987-4891-8182-a1031f3022c2&amp;sid=L%3A6&amp;spellCorrectionEnabled=true; (20+) Facebook">https://www.linkedin.com/search/results/all/?fetchDeterministicClustersOnly=true&amp;heroEntityKey=urn%3Ali%3Aorganization%3A105454397&amp;keywords=une-idades&amp;origin=RICH_QUERY_TYPEAHEAD_HISTORY&amp;position=0&amp;searchId=ed6ea63d-7987-4891-8182-a1031f3022c2&amp;sid=L%3A6&amp;spellCorrectionEnabled=true; (20+) Facebook</a> ;</p>
Documents (optional):	Add documents to support your good practice <a href="#">attached</a>
Video (optional):	Add a video to support your good practice <a href="#">attached</a>
Images (optional):	Add images to support your good practice <a href="#">attached</a>

# Good Practice UTIL

## Contact person

A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.

Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.

<b>Your details</b>	First name	José
	Last name	Guerreiro
	Email	jose.guerreiro@jf-lumiar.pt
	Phone number	00351968085291

**Do you want to indicate a different contact person for this good practice?** No

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

**In case 'yes' is selected, the following section appears:**

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

**Are you involved in an Interreg Europe project?** Yes

If you are involved in more than one project, please choose the project for which you are submitting this good practice.

See our list of [approved projects](#).

**In case 'yes' is selected, the following section appears:**

**Please select the project acronym:** Drop-down list of Interreg Europe approved projects

## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

**Is your organisation the main institution in charge of this good practice?**

Yes / No

In case 'yes' is selected, you can review your organisation's details. In case 'no' is selected, you can select an existing organisation or add a new organisation.

## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

<b>Thematic objective of the practice:</b>	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives	
<b>Implementation level of the practice:</b>	Select National/Regional/Local	
	Country	Portugal
	Region	Lisbon
	City	Lisbon - Lumiar
<b>Practice image</b>	Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.	
<b>Title of the practice</b>	UTIL – Universidade da Terceira Idade do Lumiar	

## Good practice detailed information

*The questions below in italic are optional.*

### Short summary of the practice:

A **\*\*University of the Third Age\*\*** (or Senior University) is an educational institution aimed especially at older people aged 55 or over. The main objective of the university is to promote active aging by offering opportunities for learning, socialization and personal development.

Main characteristics:

It is a non-formal education system

Various courses: includes subjects such as history, art, computer science, literature, languages, health, music, among others — generally focused on the interests and well-being of participants.

No requirement of prior education: in many cases, it is not necessary to have completed high school or higher education.

No professional objective: unlike traditional universities, the focus is not on the job market, but on the pleasure of learning and staying intellectually active.

Inclusive and social environment: encourages coexistence, reduces social isolation and can even improve the mental and emotional health of participants.

Main goals

- Promote non-formal education by creating opportunities for active aging, well-being and participation in society, through the acquisition of new intellectual and physical skills;
- Encourage the sharing of experiences among peers and the maintenance of social and cultural relationships;
- Contribute to solving problems of isolation and loneliness;
- Encourage the practice of healthy habits and lifestyles, in the area of physical and mental health and promote autonomy.

### Detailed information on the practice:

Please provide information on the practice itself. In particular:

- What is the problem addressed and the context which triggered the introduction of the practice?  
Use of free time to promote a healthy lifestyle
- How does the practice reach its objectives and how it is implemented?



	<p>We have weekly classes, a wide range of high-quality speakers, specialized teachers (e.g. astrophysics, cybersecurity, epidemiology, among others) and a total of more than 60 volunteers. In parallel, we have cultural activities. UTIL enables the achievement of objectives through its activities and by applying a methodology based on blue zones and personal autonomy. Teachers and students can develop their activities. We have partnerships with associations.</p> <ul style="list-style-type: none"> <li>Who are the main stakeholders and beneficiaries of the practice? The main stakeholders are the Lumiar Parish Council and the beneficiaries of the practice are the parish residents over 55 years old. <ul style="list-style-type: none"> <li>Number of enrolled students: 630</li> <li>Number of teachers: 71</li> <li>Number of subjects: 59</li> </ul> </li> </ul>
<b>Timescale (start/end date):</b>	e.g., June 2012 – May 2014 / ongoing
<b>Resources needed:</b>	<ul style="list-style-type: none"> <li>Building</li> <li>Computers;</li> <li>Projectors;</li> <li>Hybrid system in 1 classroom;</li> <li>Support kitchen for cooking activities and events;</li> <li>Common room as a leisure space;</li> <li>Multipurpose room with ample space;</li> </ul> <p>The work team is made up of 3 people</p>
<b>Evidence of success (results achieved):</b>	<p>We carried out an assessment with the following results: How do you rate the academic component (classes)?”</p> <p>2 people answered: INSUFFICIENT; 3 people answered: SUFFICIENT; 45 people answered: GOOD 82 people answered: VERY GOOD; 38 people answered: EXCELLENT.</p>
<b>Potential for learning or transfer:</b>	<p>We have an increasingly elderly population and appropriate responses for this target audience are important because they have a positive impact on the physical, mental, emotional and social health of elderly people.</p> <p>Transfer to other locations may be easier because it is based on volunteer teachers.</p>

**External website (optional):** <https://jf-lumiar.pt>

**Tags related to your practice (optional):** UTIL Lumiar

**Documents (optional):** Add documents to support your good practice

**Video (optional):** Add a video to support your good practice



**Images (optional):**









# Good Practice Viver Melhor no Beato

## Contact person

*A contact person should be indicated for each good practice submitted to the programme. Once published, this person can be contacted by members of the Interreg Europe community to get further information on the practice.*

*Per default, the contact person is the author of the practice. The details below are therefore completed automatically from your profile.*

<b>Your details</b>	First name Amandine
	Last name Bouillet
	Email amandine.bouillet.vmba@gmail.com
	Phone number 964 670 571

**Do you want to indicate a different contact person for this good practice?**

No

Only members of the Interreg Europe Community can be indicated as contact person for a good practice.

**In case 'yes' is selected, the following section appears:**

Email of the contact person: \_\_\_\_\_

Please note that you, as the author of the good practice, will remain responsible for editing this practice if needed.

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**Are you involved in an  
Interreg Europe project?**

Yes

If you are involved in more than one project,  
please choose the project for which you are  
submitting this good practice.

See our list of [approved projects](#).

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**In case 'yes' is selected, the following section appears: KORALE, Portugal**

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**Please select the project  
acronym:**

Drop-down list of Interreg Europe approved projects

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## Organisation in charge of the good practice

*If your organisation is not the one in charge of the good practice, you can indicate the relevant organisation in this section of the form. Your contact details will still be linked to the submitted good practice.*

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**Is your organisation the  
main institution in charge  
of this good practice?**

Yes

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**In case 'yes' is selected, you can review your organisation's details. In  
case 'no' is selected, you can select an existing organisation or add a new  
organisation.**

## Good practice general information

*If you are submitting a good practice as part of an Interreg Europe project, the thematic objective and sub-topic are chosen for you.*

*If you are not part of an Interreg Europe project, please remember to choose the most relevant thematic objective and sub-topic for your good practice.*

<b>Thematic objective of the practice:</b>	In case the good practice is <b>not</b> part of an Interreg Europe project, selection of one of the 24 specific objectives	
<b>Implementation level of the practice:</b>	Select National/Regional/Local	
	Country	Portugal
	Region	Lisbon
	City	Lisbon
<b>Practice image</b>	Upload your own (in compliance with the copyright rules) or select one from the pool of pre-defined images. Recommended dimensions: 440 x 450 pixels, 1MB.	
<b>Title of the practice</b>	Viver Melhor no Beato (Lives better in Beato)	



## Good practice detailed information

*The questions below in italic are optional.*

### Short summary of the practice:

Viver Melhor no Beato empowers older adults through active community participation, fostering social ties, citizenship, and meaningful collective engagement.

### Detailed information on the practice:

Viver Melhor no Beato (VMBA) is a residents' association based in the Beato neighborhood of Lisbon that promotes active aging and community engagement among older adults. The practice was created in response to the growing isolation, lack of access to cultural and social opportunities, and limited community involvement experienced by many elderly residents in Beato, particularly in socially vulnerable areas.

The initiative addresses these issues by implementing a participatory approach that places older adults at the center of community life. Through a diverse set of weekly activities—including health and wellness sessions, cultural outings, intergenerational workshops, and community events—VMBA fosters inclusion, well-being, and the recognition of the elderly as active contributors to local development.

The practice is implemented in collaboration with local institutions such as the Junta de Freguesia do Beato, Santa Casa da Misericórdia de Lisboa, health centers, cultural organizations, and other civic partners. Elderly residents are not only participants but also co-creators of activities, helping to define priorities and lead peer-driven initiatives.

The main beneficiaries are older adults living in Beato, especially those facing isolation or economic hardship. However, the entire community benefits from strengthened social cohesion, intergenerational dialogue, and increased civic participation, making the neighborhood a more inclusive and supportive place for all.

### Timescale (start/end date):

e.g., September 2019 –ongoing

### Resources needed:

The practice operates with an average annual budget of €50,000, supported by programmes such as BIPZIP and local contributions. It is managed by a team of three (one coordinator and two staff members), with the involvement of volunteers and partners. Occasional donations of

	materials and goods from local businesses and residents, as well as ad hoc support from the parish council (Junta de Freguesia), further contribute to the implementation of activities and the response to specific needs of older adults.
<b>Evidence of success (results achieved):</b>	This practice is considered good due to its strong community impact: it engages over 100 seniors weekly, reducing isolation and promoting active aging. It has increased elderly participation in local events by 40% and improved wellbeing, confirmed by participant surveys showing 85% satisfaction. The association won the 2023 Citizenship Prize from the Junta de Freguesia do Beato, recognizing its effective contribution to social inclusion and community cohesion.
<b>Potential for learning or transfer:</b>	This practice is potentially interesting for other regions due to its participatory model that actively involves older adults as co-creators, fostering social inclusion and community cohesion. Key success factors include strong local partnerships, flexible funding sources, and adapting activities to participants' needs. Its low-cost, community-driven approach makes it scalable and adaptable to diverse urban contexts facing similar challenges of elderly isolation. Challenges for transfer may include securing sustained funding and building trust within communities. So far, the model inspired initiatives in nearby Lisbon neighborhoods, with plans to share methodology with other Portuguese municipalities via the BIPZIP network.
<b>External website (optional):</b>	<a href="https://vivermelhornobeato.pt">https://vivermelhornobeato.pt</a>
<b>Tags related to your practice (optional):</b>	#VMBA
<b>Documents (optional):</b>	Add documents to support your good practice
<b>Video (optional):</b>	<b>Access Links to Reports about VMBA and Its Intervention Area</b>
<b>Images (optional):</b>	Add images to support your good practice