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Towards a community of practice and knowledge on preventing and tackling loneliness from public policies.

PEER REVIEW REPORT 03

LISBON

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2. Introduction

This review report is compiling the review of the good practices presented by Santa Casa da Misericórdia de Lisboa (Lisbon, Portugal) to the consortium in the study visit that took place in May 2025.

3. Peer review team

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4. Peer review of the good practices visited in Lisbon

Good Practice 1: Talento 55+



Summary:

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

Description:

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 Ageism and outdated views on ageing continue to limit their participation in society, and these challenges can lead to inactivity, loneliness, and a reduced sense of purpose, with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.

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.

<https://55mais.pt/>

1. What did you find most relevant about this Good Practice?

AALST:

The initiative effectively revalorizes the skills and life experience of older adults, turning them into an asset for community support by matching those skills with a need someone else has. This allows people aged 55 and over to share experience, knowledge and skills. It also allows them to interact with other people, for example with younger generations, thus creating a sense of purpose and usefulness which is important in tackling loneliness.

It is remarkable and quite unique that people are paid for this service (most projects like this in Belgium are voluntary). It is also fascinating to see how a workable system is set up in an uncomplicated way. In Belgium, we are bound by many laws and requirements imposed by the government. We hope that some flexibility will be introduced here and that we can follow the example of this as a practical and scalable model of active ageing that also tackles loneliness and ageism.

CENTRAL DENMARK:

Talento 55+ is an inspiring initiative that activates and mobilises a target group - individuals aged 55 and above - who possess the time and capacity to contribute, often due to retirement or detachment from the labour market. It is particularly relevant that the initiative is based on a social enterprise model, rather than traditional volunteering. Through structured and remunerated opportunities, it recognises the value of older adults' lived experience and enables them to maintain an active and meaningful role in society.

The initiative promotes active ageing, local engagement, and social contribution, while also strengthening civil society's capacity and contributing to the prevention of loneliness.

FINGAL:

This project stood out because it identifies and engages individuals based on their specific talents and skills, aligning them directly with the needs of service users. This targeted approach contrasts with Ireland's more generic volunteer matching systems, where volunteers are often expected to provide a broad range of support, regardless of whether they have relevant experience. By matching people based on their proven capabilities, the need for additional training is significantly reduced or eliminated.

The three compensation options offered to Talent participants was of particular interest: direct payment, time-banking in exchange for another service, or donating their payment back to the project. The implications of direct payment may be a concern, especially for retired individuals, as it could impact pensions and tax obligations the time-banking model is especially appealing, as it promotes reciprocity without financial complications.

GIPUZKOA:

Valuing the talents of older people in the service of others. Many of these people are not professionals in the services they offer, but they have experience and/or time to carry them out. For example, minor home repairs, caregiving or cooking. The service offered is not free, which allows for a small additional income, adding value to the service provided. The intergenerational relationships that can be generated are very interesting. The space where the initiative has emerged, the business incubator, is also interesting.

55+ supervises the services provided and received, which helps to build trust.

It offers a window to engage in new relationships with people of the same or other generations in the same city (or in other cities), helping to prevent or address situations of unwanted loneliness and building social connections that give meaning to the life projects of people at different stages, whether young or mature.

VIENNA:

Talento 55+ effectively reframes individuals aged 55 and over as valuable societal assets by matching their skills to community needs. Through an user-friendly online platform and targeted social-media outreach, the initiative successfully engages its audience and lowers digital-registration barriers. This approach not only empowers participants to contribute meaningfully but also raises public awareness of seniors as active contributors to social cohesion.

2. What could be improved?

AALST:

The challenges we see are the following:

- financing (to keep the project breakeven)
- administrative workload
- insurance (especially when the project continues to grow)

We see the following opportunities:

- the platform could further emphasize unpaid or volunteer opportunities to foster purely social connections, not just transactional ones.
- ensuring accessibility for digitally less literate seniors could increase inclusiveness.
- This project also works with people who are unemployed before the age of retirement. Sharing information with employment organizations about their skills and experience from this project could be useful to help this target group find steady 'regular' employment.

CENTRAL DENMARK:

Although the website outlines a simplified three-step process consisting of registration, validation, and service delivery, there is considerable ambiguity regarding the criteria and mechanisms underpinning both the validation of Talentos and the matching process with users. It remains unclear whether validation involves interviews, qualification checks, skills assessments, or reference verification, and whether matching is automated or manually curated based on geography, competences, or user needs. Greater transparency around these operational procedures would enhance trust in the model and support its replicability by clarifying how quality assurance and suitable matching are ensured.

FINGAL:

The presentation left some important questions unanswered. It was unclear what the initial setup costs for the project were, how long it took to become financially sustainable, and whether it remains reliant on government funding to continue operating.

If providing a service, who is ultimately responsible for a poor service in the event of client dissatisfaction, the individual providing the service or Talento 55+? Is there an expectation of a certain level of service if it incurs a cost?

GIPUZKOA:

This service could also be offered by young people, so that older people can in turn benefit from the knowledge and experience of those who are at an earlier stage in life. For example, all knowledge related to technology or AI, which is traditionally confined to what we call the 'digital divide'.

In turn, it allows us to address a new field, that of unpaid work, i.e. volunteering. Gipuzkoa is a region traditionally committed to voluntary activity, often channelled through a vast network of third sector social entities. A technological platform of this kind would make it easier and more accessible to connect those who need help with people who are willing to offer it, not only on a paid basis but also free of charge.

The space (building) that houses the business incubator could be used (unless it is not already being used) to address initiatives aimed at senior employment, but it could also be used by people who offer their services within the framework of the platform, for example, because they lack a suitable physical space for this purpose. (For example, a space to offer a training service aimed at repairing bicycles).

VIENNA:

To strengthen trust and safeguard participants, we recommend implementing a standard criminal-record check for all registered "talents." Additionally, while the platform excels at facilitating transactional skill-for-service exchanges, it currently falls short of fostering a true sense of community. Introducing in-person networking events - where volunteers and service recipients can meet - would cultivate lasting peer connections and advance the project's community-building objectives.

3. What could be replicated/adapted to your region?

AALST:

It would be great to create this opportunity for 55+. It allows them to feel useful by using their talents, helping other and actively contributing to the community. Thereby recognizing that age and experience are of great value for other generations and are to be shared.

We already have a paid system called 'flexijob'. Through the flexi-job system, retirees and certain employees can earn some extra income under favorable conditions, while employers can flexibly and cost-effectively deploy additional staff during peak periods. It would be enriching to our current flexijob system include jobopportunities that focus more on helping other people. Moreover, more thoughtful matchmaking between needs and skills could make our flexijob system more effective.

The paid nature of these kind of (neighbourly) services may be harder to implement in Flanders, where they are often expected to be voluntary. It might create a tension within the existing volunteering landscape. It could be interesting to further develop the Give a Day program and to raise awareness and reconcile existing initiatives, both paid and voluntary.

CENTRAL DENMARK:

The underlying concept of mobilising older adults as a resource in their communities through structured, remunerated activities holds strong potential in a Danish context. Denmark has well-established frameworks for social enterprises, and the Talento 55+ model could be adapted within existing structures. This could involve partnerships between social enterprises, municipalities, and civil society organisations.

Alternatively, larger volunteer-based organisations such as DaneAge (Ældre Sagen) could expand their current offerings to encompass a broader set of tasks and competence areas similar to Talento 55+. Existing services, such as visiting companions or walking partners, could be complemented by practical in-home support, accompaniment, or digital guidance. This would allow for a wider range of older adults' resources to be brought into play within a voluntary setting.

FINGAL:

A *Care & Repair* project operates in Fingal, engaging individuals who have been long-term unemployed through a Government Employment Scheme. Participants provide light maintenance services in the homes of older residents. A modest fee is charged for these services, which is paid directly to the project and contributes to its continued operation. The payroll costs for project workers are fully covered by the Government scheme.

There is potential to expand this initiative by introducing a complementary service—*Talents*—as a distinct component of the existing project. This new potential service would allow clients to access a broader range of services delivered by individuals with specific skills. These service providers would be compensated for their work, with the project retaining a small commission to support its ongoing sustainability.

The Care & Repair project does not fall under the remit of Fingal County Council. However, we could bring this information to the organisation operating this service to consider further.

Another national organisation *Alone*, which aims to combat isolation among older people through home visits and phone calls, operates in the Fingal area. This is a long-established voluntary organisation that Fingal support by publicising the service among residents and senior groups and collaborating on projects to engage their clients i.e. *Welcome Rooms*. The work of this national organisation somewhat resembles the work of Talento 55+ through supporting older people.

GIPUZKOA:

This project can easily be scaled up to municipalities in Gipuzkoa, due to its virtual nature and the use of advanced technology to perform sophisticated matching.

VIENNA:

Vienna could benefit from a similar nationwide digital matching platform but should carefully assess the economic model. Minimal remuneration for “talents” risks perceptions of tokenism or exploitation. A hybrid model—combining modest honoraria with volunteer recognition and opportunities for skills development—might better align with local expectations and labor regulations.

4. Is there any GP in your region that could serve as an example/mirror for this GP

AALST:

The Give a Day platform used in Aalst and in more than 100 other municipalities in Belgium offers an intelligent matching system for volunteering. While it doesn't involve paid services (only volunteer reimbursement), it similarly connects people based on skills, needs, and availability to promote social cohesion and tackle loneliness. The focus is on meaningful, unpaid community engagement rather than remuneration.

CENTRAL DENMARK:

Several initiatives reflect elements of the Talento 55+ model, although they are primarily structured around unpaid voluntary engagement. For instance, DaneAge offers various forms of informal support, such as visiting companionship, walking partners, and dog-walking services. Similarly, Church Social Work (Kirkernes Sociale Arbejde, KSA) provides free assistance to individuals facing life challenges, including in-home help, financial counselling, food distribution, and accompaniment to public services. These initiatives contribute to social inclusion and active ageing, but differ structurally from Talento 55+ by not being embedded in a social enterprise framework and by not offering financial compensation.

A closer parallel to Talento 55+ is Giv et Øjeblik ('Give a Moment') in Skanderborg Municipality (<https://frivilligjob.dk/job/150946/giv-et-ojeblik-skanderborg-kommune>), which is part of KFUM's Social Work. The initiative mobilises citizens to offer their time and skills in support of others in the local community. Like Talento 55+, it emphasises meaningful engagement and mutual support, but differs in two key respects: participation is open to individuals of all ages, and the model is based entirely on unpaid voluntary contribution rather than compensated engagement within a social enterprise structure.

FINGAL:

There is no example in Fingal that could serve as mirror to this GP. However there are similar projects as outlined above that could perhaps be adapted to match this GP.

GIPUZKOA:

Although similar initiatives exist, some of which focus specifically on the voluntary exchange of knowledge and experience, this type of initiative could also be implemented in Gipuzkoa. There are disused buildings in our region that could be converted so that older people can offer and showcase their talents beyond the existing business incubators.

On the other hand, programmes of this type could be organised in 'culture centres', combining face-to-face activities with the use of virtual platforms such as the current Talento 55+ platform.

VIENNA:

Vienna already hosts several senior-support initiatives – such as [Kontaktbesuchsdienst](#) (contact visit services), [visiting services](#), [Freizeitbuddys](#), [Stadtmenschen](#) - that rely primarily on volunteers to provide companionship and basic assistance. While these programs share Talento 55+'s community ethos, none currently integrate a nationwide digital matching component or formal skills recognition for older adults.

5. What would be your advice to scale up the GP into a wider/higher policy/programme?

AALST:

The key to upscaling this is showing results and measuring the societal impact of the project. E.g. leading unemployed to steady work or fulfilling needs that can't be met with existing regular jobs.

Working together intensively with (government) employment services and social services to find the optimal balance and niche for the project to operate in.

Incentives could be introduced for businesses and NGOs to engage 55+ talent, and the platform could be expanded to include mentoring, peer-support, or intergenerational programmes beyond service delivery. A national or EU-level endorsement could increase visibility and trust, encouraging broader adoption.

CENTRAL DENMARK:

To enable the successful scaling of Talento 55+ into a broader policy framework or national programme, it is recommended to establish strategic partnerships with public institutions particularly municipalities and social service providers. Systematic and transparent documentation of outcomes including social, health-related, and economic effects, will be essential to demonstrate the model's societal value and to secure political and financial support.

It will also be important to develop mechanisms that ensure full or partial public co-funding of services for economically disadvantaged individuals. Without such measures, the financial component may create unequal access to support. In this regard, the model shows considerable potential for integration into formalised collaboration with public actors for instance, through referral schemes or targeted support programmes. Finally, a sustained communication strategy that promotes active ageing, mutual contribution, and intergenerational solidarity will be crucial to secure legitimacy and long-term policy anchoring.

FINGAL:

Would it lose its core value or essence if it scaled up? Perhaps replicated rather than scaled up would fit best as it seems to require oversight to ensure correct matching of individuals/skills/service.

GIPUZKOA:

The virtual nature of the service (technological platform) makes it easier to tackle scaling tasks than if there were no connection tool of this kind. Likewise, if the project is to be scaled up to Gipuzkoa or other regions, it is important to map the institutions, entities and organisations working in this field and promoting similar programmes, establishing specific agreements and collaborations. The entities that make up KORALE can provide an effective lever for this purpose.

Furthermore, 'grounding' the services provided through the technological tool in physical spaces would consolidate the projects and bring them closer to the public.

VIENNA:

To achieve a truly interregional impact, we advise inviting municipal social-services departments to join the platform as stakeholders. Their institutional backing could facilitate access to local resources, expand outreach into underserved neighborhoods, and reinforce the program's sustainability. Embedding the platform even more within existing social-welfare frameworks would also help standardize protocols for background checks, training, and quality assurance.

Good Practice 2: Centro Social Polivalente Bairro Padre Cruz



Summary:

The Centro Social e Polivalente do Bairro Padre Cruz (CSP) is a Santa Casa da Misericórdia de Lisboa (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 Bairro Padre Cruz, which is the largest social housing neighbourhood 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.

Description:

The Centro Social Polivalente do Bairro Padre Cruz (CSP) serves around 140 users daily through a variety of services, including a daycare center, day center, socio-educational program, digital inclusion space, assisted living residences, and social support services. These services are geared toward children, youth, and elderly residents, particularly those from the Carnide and Benfica areas who benefit from personalized social assistance and regular meetings with social workers.

Strongly embedded in the community, CSP operates in close collaboration with local entities and partners, sharing spaces and promoting joint activities. This cooperative approach supports a wide range of responses to the community's diverse needs and strengthens the social fabric of Bairro Padre Cruz. One of CSP's core services is its Assisted Living Residences, created through a protocol between the Lisbon City Council, Santa Casa da Misericórdia, and the local residents' association. Designed for autonomous older adults, these residences are housed in 30 apartments across three floors, offering optional services such as meals, cleaning, and social engagement—delaying institutionalization and encouraging independent yet supported living.

A variety of daily and weekly activities foster intergenerational interaction, social integration, and active aging. These include arts workshops, guided meditation, music sessions, well-being programs, and psychomotricity. Notably, elderly residents participate in activities with children from neighboring centers, helping to build meaningful relationships across generations and combat isolation.

Festive events such as Christmas, Carnival, Easter, and Popular Saints are celebrated collectively across all age groups and services. These moments, along with other occasional community-based activities organized with local partners, play a vital role in strengthening community identity, learning, and mutual care.

1. What did you find most relevant about this Good Practice?

AALST:

The strong intergenerational approach and deep integration into the local community are highly relevant. CSP demonstrates how combining services across age groups within one facility can strengthen community bonds and reduce isolation holistically. The architecture of the building – which is very practically divided into compartments – creates personal space in a shared space and underlines the essence of this good practice.

CENTRAL DENMARK:

The most inspiring aspect of CSP is its structural approach to supporting the development of intergenerational relationships in everyday life. By co-locating services and activities for children, young people, and older adults, the centre enables daily contact, informal interaction, and shared experiences across age groups. This spatial and organisational integration provides a strong foundation for building an inclusive local community based on participation and mutual recognition.

FINGAL:

The holistic and community-driven approach of the Centro Social Polivalente do Bairro Padre Cruz stood out as good practice of note. It not only provides essential services across generations from daycare to assisted living but does so in a way that emphasises independence, dignity, and social connection, particularly for older adults.

The facility naturally lends itself to intergenerational interaction and projects which can benefit all participants.

The layout of the day centre for older adults was an excellent example of a purpose-built facility. It allowed a connection between each section with an open corridor along the windows while allowing space for different activities. Choice of activities ensures the interests of many attendees are catered for, making it more inclusive. Providing older people with choices can be empowering.

For residents who don't attend the day centre, the common room also provides a space for social engagement among residents.

GIPUZKOA:

It is a landmark in the neighbourhood, with apartments on the upper floors and a day centre and nursery on the ground floor. The building gives the impression of having its doors open to both older and younger people, bathed in light and offering a feeling of openness and continuous connection with the outside world and the community.

They often plan and carry out joint activities, which is a very interesting initiative. In addition, young people often go there after school, as there is often no one at home because their parents are at work. It is a centre that cares for its neighbours, encouraging social interaction and mutual care, and promoting intergenerational solidarity.

VIENNA:

The intergenerational living model excels in fostering meaningful exchanges between younger and older residents. By offering a broad range of on-demand activities - from educational workshops to social events - it empowers seniors to maintain independence while creating a age-inclusive community. The model's emphasis on choice and autonomy makes it an exemplary blueprint for future housing and care solutions.

2. What could be improved?

AALST:

More structured involvement of volunteers could further support the staff and promote wider civic engagement. Additionally, implementing digital tools could help coordinate services and engage residents more actively, especially younger generations. The building could also use some color, pictures, warmth. creating a feeling of home. On the outside it lacks connection with the neighbourhood. The building felt very closed and isolated. A huge fence around the terrain, security at the entrance. These measures probably have their reasons, but it could be an extra threshold for people who want to use the services.

CENTRAL DENMARK:

It is not clear how the practice specifically works to reduce social isolation in everyday life, despite this being presented as one of its key goals. While shared holiday events and age-specific services are described, there is limited information on how daily interaction and meaningful exchange between generations are actively supported. To enhance social connectedness and foster everyday collaboration, we recommend creating more structured and purposeful contact points. One concrete suggestion would be to develop shared kitchen facilities that allow people of different ages to meet through meal preparation, table setting, and shared dining.

FINGAL:

Perhaps a sharing of outdoor space between elders and children in the creche. It was not clear what intergenerational projects/initiatives are in place, who decides what projects, if they are mutually agreed and mutually beneficial.

What input do older adults have in the programme of activities and services on offer? Is there a consultation and evaluation process or a representative on a board of management. How is their voice heard? This may be in place but given that older people are living longer healthier lives with different experiences and expectations of a good life in later years, it is important that activities and services continue to change to meet the changing needs and interests of this cohort.

GIPUZKOA:

The upper floors contain the apartments and common areas with a dining room. The rooms are accessed via long corridors with large windows that provide plenty of light. These corridors could serve as meeting places for residents, and benches or chairs could be placed there for people to sit and tend to plants, for example. The kitchens in the flats have windows overlooking these corridors, and some personal items can be seen on the shelves. This is a very interesting feature, as it personalises the common space of the corridor, giving it the character of the residents. This idea could be emphasised a little more, giving it more prominence so that all flats have a space next to the entrance door or kitchen window.

On the other hand, grey is the colour chosen for finishes, furniture, etc. After visiting the other centre (the former convent), there is a clear contrast, as the latter was dominated by typical Portuguese tiles, which fill the spaces with joy, light and colour, as well as

personalising them. The use of local colours and materials promotes people's well-being, as they give it identity and build the collective imagination, especially among the elderly.

The flats could also be used for younger people, to promote their emancipation and give the centre an intergenerational character.

VIENNA:

While the daily routines observed demonstrated strong intergenerational engagement, there is potential to deepen these connections through more structured joint initiatives. Examples include shared celebrations, collaborative art or letter-writing projects, and targeted programs that actively involve teenagers and young adults. Such enhancements would strengthen bonds across generations and enrich the communal life of the residence.

3. What could be replicated/adapted to your region?

AALST:

Bringing these kind of services together in one location AND organizing it in a way that the different groups interact, is something that would certainly work here too. In Lisbon the interaction between the different services is guaranteed because Santa Casa is the organization that offers and organizes it all.

Scale and physical infrastructure of CSP (e.g. dedicated buildings and residences) might be harder to replicate in smaller municipalities or with limited budgets. It requires strong, long-term institutional collaboration and investment.

Bringing home care clients to a center like this from time to time to do activities together with other home care clients and other target and age groups, would be a huge added value to our home care system. The social impact of generations interacting and learning from each other and older people passing on life experience and knowledge to young people is invaluable.

CENTRAL DENMARK:

The intergenerational approach and physical co-location of services for different age groups could be successfully transferred to a Danish context, particularly in residential areas with a need for stronger community bonds. In the Central Denmark Region, we are already working with similar principles in Generationernes Hus in Aarhus. This facility brings together housing and services for children, young people, families, and older adults in one integrated setting. The architecture and everyday operations are designed to encourage informal meetings, shared activities, and cross-generational collaboration. The house includes care homes, youth housing, family apartments, a nursery, and communal spaces such as kitchens and workshops. These features support both social cohesion and active participation.

Read more at: <https://generationerneshus.aarhus.dk/om-huset>

FINGAL:

Responsibility for social care for older people is under the remit of the health services in Ireland. While there is no legal obligation to provide day care for older adults, it is provided by the health services either directly or indirectly through funding.

As Fingal County Council are responsible for housing, there are opportunities for collaboration in the planning and development of new housing schemes for older people to provide facilities for day care/social care for residents and those who live nearby. While Fingal County Council provides community facilities where 'senior' social groups meet, in centres with creche facilities, there are opportunities to encourage intergenerational interaction/initiatives.

GIPUZKOA:

When designing day centres, it would be beneficial to include spaces for younger children or nurseries, either in the same building or adjacent to it. The idea of opening the doors to them is very interesting, but these spaces need to be revitalised by professionals. The use of outdoor space and the arrangement of vegetation and sun protection elements is also very appropriate, especially in warmer weather.

VIENNA:

Vienna could integrate a similar intergenerational housing concept by leveraging existing frameworks—such as subsidized co-living programs that pair students or young professionals with seniors in exchange for light assistance. To preserve resident choice, each site should offer a menu of flexible activities and living arrangements tailored to individual needs, ensuring personal autonomy within a supportive community context.

4. Is there any GP in your region that could serve as an example/mirror for this GP?

AALST:

There are small examples of community located spaces, but there is a lack in connecting and combining different services.

We have one location where a local community center, residential care home and child care used to be there together in one place. However, this was by coincidence and there was very limited cooperation, certainly not at a level that would have societal impact. One person serving as a liaison between the different stakeholders, stimulating cooperation, would make a big difference.

CENTRAL DENMARK:

Yes. Generationernes Hus in Aarhus provides a direct structural parallel. It combines housing and institutional services for people across the life course and facilitates informal interaction through shared spaces and programmed activities. The approach is embedded in the building design, operational model, and pedagogical practices. Residents and users engage in shared everyday tasks, including cooking, dining, creative work, and social events. This fosters mutual understanding, relationships, and a sense of community.

FINGAL:

We have community centres which host creches and daily activities for a 'senior' social club and both groups have collaborated on initiatives such as a choir and arts activities etc. Day centres for older people in Ireland tend to be segregated with little interaction with the wider community. This may be partly due to the healthcare orientation to adult daycare which focuses on disabilities among older people and views older people as vulnerable adults and there is a tendency not to integrate or interact with the wider community for their own protection. Similarly, Ireland has stringent Child Protection legislation which can result in administrative burden when bringing the different age groups together.

GIPUZKOA:

There are numerous initiatives in Gipuzkoa to address intergenerational connections in social and residential centres. For example, the Ttakun association in Lasarte-Oria (a municipality in Gipuzkoa) organises 'udalekus' in the summer, as part of the programme for young children (aged 3-6), who usually make weekly visits to the nursing home in the municipality. These intergenerational relationships are highly valued by everyone.

Currently, there are an increasing number of intergenerational residential centres. In Arrasate (a municipality in Gipuzkoa), there is also a similar initiative in the La Merced building, where cultural activities open to the entire community are also planned for the ground floor.

VIENNA:

Vienna already hosts several senior clubs and co-living initiatives (e.g., Klub+ All In and pilot programs within the Häuser zum Leben network). These programs facilitate intergenerational interaction and provide affordable housing, but they include the comprehensive, purpose-built infrastructure and standardized activity portfolio. Häuser zum Leben and the senior clubs promote quality of life, social interaction and community. Their aim is to enable retirees to enjoy a self-determined life. Therefore a variety of residential and care options are provided: All the services in the 30 homes are tailored to your individual needs, because everyone has different requirements for a self-determined life.

5. What would be your advice to scale up the GP into a wider/higher policy/programme?

AALST:

Doing research and collecting a set of data about the needs of the community to enable this community space to match the current and future needs of the community.

Creating a long-term based vision of services, activities and opportunities for the center. For example by conducting satisfaction surveys among the various groups of residents/people who use the facilities/family members and staff, and publishing the results.

Working together with other institutions (outside of Santa Casa) who are active in e.g. child care, social sector, home care, ...

Embedding this model in national ageing, housing, and inclusion strategies would ensure sustainability. Digital tools or complementary actions/projects could be incorporated to mobilize volunteers and coordinate activities more efficiently across regions. It is a huge task for one organisation to scale this up, but if the needs, visions and future plans of several organisations would be put together, a lot more centers like this one could be constructed.

Emphasizing the financial and social benefits of this model internationally. This approach really should be adopted in many more countries.

CENTRAL DENMARK:

When scaling up, it is important to ensure that the intergenerational aspect is not limited to special events or seasonal celebrations but becomes a continuous and integral part of everyday life. This requires physical infrastructure and organisational methods that facilitate informal meetings and shared responsibilities. Examples include communal kitchens, meal gatherings, and activity rooms that support participation and mutual involvement across generations.

Since social connectedness is presented as a key aim of the practice, we recommend a more systematic effort to document how this objective is being addressed. This may involve consistent use of socially engaging activities and qualitative reporting on how relationships are experienced by users.

It should also be highlighted as a strength that the initiative is operated by Santa Casa da Misericórdia de Lisboa, a major civil society organisation with an established partnership with the municipality. This institutional anchoring provides a solid basis for further development and long-term integration into broader welfare strategies.

FINGAL:

Perhaps policy should provide for the inclusion of multi-use community-based facilities within the confines of any new housing development specifically for older people.

In Ireland housing policy would need to ensure community facilities/day centres are included in new housing developments for older people. A collaboration with health services at the development stage will ensure the relevant wrap-around services are available for residents. Fingal's Age Friendly Alliance could include this as a recommendation to the Housing Dept who are represented on the Alliance.

GIPUZKOA:

Residences should combine apartments for older and younger residents, with ground floor spaces designed by professionals to care for the most vulnerable: children and the elderly.

When designing a building of this type, cultural factors should be taken into account when choosing materials and finishes, so that the result is not universal and anonymous.

VIENNA:

To replicate this model across additional sites, the following could be prioritized: Ensure all senior housing providers meet baseline design and amenity standards for intergenerational programming; Formalize collaborations with schools and universities to supply committed younger residents; Develop a standardized "Intergenerational Living Toolkit," including sample activity calendars, staffing guidelines, and evaluation metrics, to support consistent, high-quality implementation.

Conclusion

AALST:

The two GP's we visited are very interesting. We should have had more time to really get to know the context and understand the details of their workings. The GP's are an inspiration for Aalst, but aren't quite easy to copy because the system here is organized differently. The Portuguese health care system is probably the most differently organized of all participating projects in KORALE, with Santa Casa as a unique and large organization embedded in the social and health care system.

The GP's that we visited both showed that the key to better health care (and tackling loneliness) lies in working together with other services within your own organization AND with other organisations. The community part is very important, as well as the intergenerational aspect. Also, we've learned that loneliness doesn't need to be the main focus in order to create a possible solution to it.

CENTRAL DENMARK:

The peer review visit provided our team with valuable insights into two promising practices that address social isolation through different yet complementary approaches.

Talento 55+ illustrates how a social enterprise model can mobilise older adults through structured, compensated engagement that contributes meaningfully to local communities while strengthening the capacity of civil society. The Padre Cruz Centre, in turn, demonstrates how the co-location of services and age groups within a shared physical and organisational space can foster everyday intergenerational encounters and a sense of community.

Across both initiatives, we identified elements with strong potential for adaptation in a Danish context, particularly the use of structured senior involvement and the promotion of intergenerational ties as a resource in everyday life. At the same time, we noted a need for greater transparency in operational models and more systematic documentation of social outcomes to support potential transfer and upscaling.

The insights gained will inform our continued work within KORALE, particularly in shaping policy approaches that recognise the role of community-based structures, intergenerational practices, and inclusive engagement models in tackling loneliness.

FINGAL:

Both projects were excellent examples of good practice. Talento 55+ provided a really good insight into the possibilities of how best to recognise and maximise the skills of older people. Centro Social Polivalente do Bairro Padre Cruz demonstrated how a multi-purpose community facility attached to residences for older people can enhance the integration and inclusion of older people through natural everyday interactions on the premises.

GIPUZKOA:

These are two very interesting initiatives, which in some cases (Talento 55) can complement other similar initiatives but in the field of volunteering and intergenerationality. These are two issues of paramount importance in Gipuzkoa's public policies. Furthermore, from an architectural or physical space perspective, two aspects can be distinguished. Buildings designed to activate the community, and those whose traditional use has been oriented towards other innovative services. In Gipuzkoa and the Basque Country in general, there are numerous disused buildings that could be refurbished to ultimately create community and prevent/mitigate different situations of loneliness. Furthermore, in Gipuzkoa, due to its climate, it is necessary to have enclosed spaces that allow social relationships to be formed, as in the cases described above.

VIENNA:

Both good practices offer inspiring, innovative approaches. Their emphasis on intergenerational engagement and on harnessing the talents of older adults stood out as particularly impactful.