

**Interreg
Europe**



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KORALE

Success factors in preventing and addressing unwanted loneliness

KORALE Project

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Index

Executive summary	3
Introduction	5
Good practices from the Korale project	6
Network and governance	10
Public conversation	12
Detection	12
Spaces as opportunities for socialisation	14
Matching needs with help	17
Organisation of group activities	19
Neighbourhood or community activation initiatives	21
Interventions based on social support	22
Therapeutic approach	24
Reflection on the success factors of good practices	25
Visits to people over 75 years of age	36
Community Navigator	39
55+ Movement	41
Hobby Lobby	43
Ik Leer Mee (r)	45
Kalelagun	48
Radar	50
Platform Against Loneliness	53
Fingal Age Friendly Strategy	55
More Together	57
Guiding questions for reflection	59

Executive summary

This document summarises the main success factors identified in the analysis of more than thirty European practices related to the prevention and tackling of loneliness, compiled within the framework of the KORALE project and aligned with the criteria of the Interreg Europe programme.

The full report includes descriptive fact sheets on the practices and a strategic reading aimed at understanding which elements help interventions achieve their objectives, generate impact and are transferable to other regional contexts.

The review of practices has identified common patterns, regardless of country, type of intervention or target population group. In general terms, the most promising initiatives share a people- and community-centred design, a preventive approach, the systematic removal of access barriers and a strong cross-sectoral structure that facilitates coordination and continuity of support.

Cross-cutting success factors include:

1. Incorporation of elements that promote accessibility

The most effective interventions reduce physical, economic, digital, emotional, or administrative barriers, promoting participation.

2. Community knowledge and involvement of key stakeholders

The meaningful participation of local entities, citizens, associations and professionals increases the legitimacy, scope and effectiveness of initiatives.

3. Structured and trained teams

Many practices rely on hybrid teams that include volunteers, but their success depends on the existence of training, professional support, protocols and clear roles.

4. Person-centred design

Interventions whose designs include people detect real needs from a broad perspective.

5. Community-centred design

The creation of accessible, safe and meaningful spaces encourages informal encounters, belonging and everyday connections.

6. Preventive approaches

Many include a preventive approach, addressing loneliness at an early stage.

7. Cross-sector collaboration and multi-level governance

Systemic interventions show that tackling loneliness requires stable coordination structures between administrations, social services, health, education, volunteering and the community.

8. Evaluation and continuous improvement

Successful practices integrate indicators, monitoring, periodic evaluation and shared learning mechanisms that allow for the adjustment of interventions and demonstrate impact.

9. Political and institutional commitment

Sustainability depends on strategic frameworks, stable funding, clear organisational structures and committed public leadership.

10. Use of technology as a complement, not a substitute

Hybrid models expand reach without replacing human contact, which is essential in interventions against loneliness.

Detailed analysis of the practices selected by the consortium (visits to people aged 75+, Community Navigator, Hobby Lobby, Talento 55+, Ik Leef Mee(r), Kalelagun, RADAR, Platform Against Loneliness, More Together and Fingal Age Friendly Strategy) confirms that these factors operate at different levels — micro, meso and macro — and that the most effective initiatives are those that combine individual support actions with well-articulated community strategies and systemic structures.

Finally, recommendations are made to transfer these success factors to future developments: standardisation of methodologies, strengthening of volunteering, multisectoral alliances, clear governance frameworks, universal accessibility strategies, incorporation of evaluation from the design stage and creation of modular models that allow interventions to be adapted to local realities.

Introduction

Following the presentation of the good practices collected in the KORALE project, it is necessary to identify the success factors in the initiatives that favour the achievement of tangible and measurable results.

In order to facilitate the task entrusted to the KORALE Steering Group, this document compiles the good practices shared during the session held in September 2025, as well as the development of the success factors identified in the practices analysed. These factors were identified in the descriptions of the practices selected by the Interreg programme from among those submitted by the consortium partners by Hariak Hub in the first instance and supplemented by the KORALE Steering Group of Gipuzkoa and the partners of the KORALE project consortium.

In addition, a reflection focused on a selection of practices carried out by each partner was proposed. In particular, each region delved into those practices that were most promising for tackling loneliness, that would have an impact on different levels of loneliness and that had a high potential for replication based on the experience of the regions participating in the project.

Good practices of the Korale project

What is considered a good practice?

Within the framework of Interreg projects, good practices are considered to be initiatives related to regional development policy that have proven successful in one region and could be of interest to other regions. Within the framework of the Korale project, these would be initiatives that have proven to contribute to addressing the loneliness of the population groups referred to in the project: young people and older people.

When we talk about a practice that has proven successful, we mean that it has provided tangible and measurable results in achieving a specific objective, in this case loneliness.

How are the practices included in this document chosen?

During the project process, the consortium partners fill in a form that collects information on the practice in terms of its conception and implementation, as well as the resources needed for its development, evidence of success and the potential for learning or transferring to other regions.

This information is processed by the Interreg programme agency, which, based on the information shared, selects it as a good practice to be disseminated within the framework of the project.

As can be seen, its focus is on exchange and learning between different areas of Europe about initiatives that have already achieved positive results at the time of evaluation by the programme.

As the KORALE project includes practices for both young and older people, a table has been created to clearly identify the target population of the practices collected based on their description. If the actions that make up the practice are aimed at these specific populations, they are marked as such. When they do not have a scope of action differentiated by age, they are marked as general population.

Table 1. Classification of good practices according to the population group they are aimed at (young people, older people and the general population).

BBPP	Young people	Older people	General
Platform Against Loneliness			X
United Against Loneliness			X
Fingal Age Friendly Strategy		X	
More together			X
Information Events		X	
Ik Lee Mee(r) Guide		X	X
Home Visits 75+		X	
Community Navigator			X
RADAR Project (Lisbon)		X	
Predictive Teleassistance		X	X
Fingal Welcome Rooms		X	
Hobby Lobby	X		
WienZimmer Garden City	X	X	X
Pensioners' clubs		X	
What would I change...	X	X	
KALELAGUN		X	X
Neighbour Bell			X
Chat network			X
SharedExperience			X
The right to feel the wind...	X	X	
Une-Idades: Intergenerational Home-Sharing for Social Impact	X	X	
55+ Movement		X	
Vintage Picnic		X	
Grandma Came to Work	X	X	
Active Ageing for All		X	

Table 1 (cont.). Classification of good practices according to the population group they target (young people, older people and the general population).

BBPP	Young people	Older people	General
Lumiar Elderly University		X	
Neighbour Matcher		X	X
Collaboration across Generations	X	X	
Hariak Kantuz	X	X	
HUSRUM	X		
Balbriggan Men's Shed		X	
OverKop	X		
Younus Mentoring	X		
ACHTSAMER 8		X	X
Maitaro			X
Ventilen	X		
Walk & Talk			X

A tentative classification is also made based on whether their actions are specifically aimed at addressing loneliness in individuals (individual), or whether the perspective relates to contributing at the meso or community level (community), or at the system level (systemic). It should be noted that this division is not always exclusive, as some practices include actions in their description that could have an impact at various levels. However, the central focus of their activity has been taken into account for the selection.

Table 2. Classification of good practices according to level of intervention (individual, community, systemic)

BBPP	Individual	Community	Systemic
Platform Against Loneliness			X
United Against Loneliness			X
Fingal Age Friendly Strategy			X
More Together			X
Information Events		X	
Ik Lee Mee(r) Guide		X	
Home Visits 75+	X		
Community Navigator	X		
RADAR Project (Lisbon)		X	X
Predictive Teleassistance	X	X	
Fingal Welcome Rooms		X	
Hobby Lobby	X	X	
WienZimmer Garden City		X	
Pensioners' clubs		X	
What would I change...		X	
KALELAGUN		X	X
Neighbour Bell		X	
Chat Network		X	
GemeinsamErleben		X	
The right to feel the wind...		X	
Une-Idades: Intergenerational Home-Sharing for Social Impact	X	X	
55+ Movement		X	
Vintage Picnic		X	
Grandma Came to Work	X	X	
Active Ageing for All		X	
Lumiar Elderly University		X	
Neighbour Matcher		X	X
Collaboration across Generations		X	
Hariak Kantuz		X	
HUSRUM		X	
Balbriggan Men's Shed	X	X	
OverKop	X	X	

Table 2 (cont.). Classification of good practices according to level of intervention (individual, community, systemic)

BBPP	Individual	Community	Systemic
Younus Mentoring	X	X	
ACHTSAMER 8		X	X
Maitaro	X	X	
Ventilen		X	
Walk & Talk	X	X	

Classification by focus area and type of action

This section lists the practices organised by type of initiative according to the area of action and the similarities between them based on their description. Due to the number and diversity of practices included, they have been organised in a way that allows us to differentiate which aspects of the approach to loneliness are covered. This allows us to identify which ones are not covered, not only from the perspective of the level at which they have an impact, but also in terms of what is being done to achieve this. For example, knowing that there are many practices that have an impact at the micro level allows us to understand that many of them are aimed directly at individuals. However, differentiating between whether they aim to take a therapeutic approach, detect loneliness or reconnect people provides more detailed information. This is the type of classification used in this section.

Network and governance

Platform against loneliness in Austria. *Plattform gegen Einsamkeit in Österreich*

The "Platform against loneliness in Austria", launched in December 2021, is a national platform that fulfils multiple functions, such as connecting organisations, initiatives and experts at both national and European level, guiding people affected by loneliness (and their families) towards support services, developing its own social inclusion pilot projects, researching and evaluating promising interventions, raising awareness in society and contributing to a future national strategy against loneliness. The project is based on a database of interventions that address loneliness and combines a strong institutional mandate, a dedicated coordination function and scalable participation formats.

[Link](#)

United Against Loneliness: a national movement that combats loneliness through strategy, action and awareness.

A movement founded in 2014 in Denmark that serves as a national alliance and focuses on severe loneliness. It brings together 92 partners, including municipalities, NGOs, educational institutions and private actors around a shared vision on loneliness. It functions as a national alliance linking practice, policy and research, and provides a platform for joint action and cross-sector learning.

It supports capacity building by organising annual member meetings, webinars and a national conference. Selected initiatives in 2024-2026 receive support through public funding to strengthen local social connection efforts.

[Link](#)

Fingal Age Friendly Strategy

This is a strategy to improve the quality of life for older people in County Fingal (Ireland). Based on a bottom-up approach, gathering views from 745 older people and key service providers, barriers to participation were identified in four themes: information and participation, mobility and accessibility, safe neighbourhoods, and health and wellbeing.

Given that one of its main challenges has been to reach the most vulnerable and isolated people, one of the Strategy's key actions is to launch a programme to tackle loneliness with two pilot initiatives planned for 2025-2026.

[Link](#)

More Together

More Together (MoTo) is a community programme developed in Silkeborg (Denmark) to tackle loneliness among young and older people. It combines proven interventions, co-designed local innovations, and integrated research and monitoring that support learning and adaptation. The programme includes *Community Navigators* who assess needs, guide and accompany people in social activities, as well as awareness-raising campaigns and volunteer mobilisation. It brings together more than 30 public, private and community entities under common

objectives, which have carried out community campaigns, training and coordinated activities. Its potential lies in offering a replicable model of comprehensive community strategy and an adaptive approach that allows new initiatives to emerge while maintaining a shared purpose.

[Link](#)

Public conversation

Information events: Bridging the digital divide for older people.

This practice by Fingal County Council directly addresses the lack of access to information by organising two information events for older people in different locations across the county each year. Its main objective is to reach people who are isolated and need up-to-date, community-specific information about services and activities. Details such as locations, days and times are selected based on recommendations from local older people and key stakeholders.

It is cost-effective and many older people in need of support are identified during the event.

[Link](#)

Ik Lee Mee(r)'s inspiring guide to tackling loneliness.

The city of Aalst (Belgium) has promoted the development of an inspirational guide to help professionals and volunteers address loneliness in a relational and respectful way. Its main objective is to normalise conversations about loneliness, empower carers and strengthen informal connections. It encourages empathy, helps people recognise subtle signs of loneliness and offers topics of conversation.

The guide was co-created with more than 20 local collaborators. It is used in care organisations, social services and volunteer networks.

[Link](#)

Detection

These are characterised by an emphasis on detecting and reaching out to people in various situations of loneliness.

Home visits to people aged 75 and over.

Aalst (Belgium) prioritises reaching the most vulnerable people and identifying their needs. To do this, the municipality's social workers, who are trained for this purpose, visit people over the age of 75 in their homes. During the visit, they explain the purpose of the visit and engage in conversation with the person, supported by a guide. They listen to their input, observe the situation, and determine the focus and objective of the visit based on their assessment and the person's condition and needs. The objectives are multiple: information on health needs, referral, help with small requests, identifying the most vulnerable people, etc.

[Link](#)

Community Navigator

This initiative is a key element in Silkeborg's (Denmark) multi-component community intervention, designed to reduce loneliness in the population by strengthening identification and referral processes through collaboration with organisations and volunteers.

A team of 'community navigators' connects people with local community interventions or social networks tailored to their needs, improving social inclusion and empowerment. This team, with experience in health or social work, uses a personalised approach to build trust and understand each person's circumstances, often accompanying them to their first meetings with new groups.

[Link](#)

RADAR Project

An initiative launched by the Lisbon City Council that addresses the vulnerability, isolation and loneliness of older people. It is based on a multi-level approach. At the inter-organisational level, it brings together 31 organisations that use a collaborative digital platform where they share information, knowledge and resources related to the situation of older people. At the community level, local entities act as antennas and detect situations of risk. At the citizen level, it raises awareness so that people are aware of what is happening in their neighbourhood, seeking to build mutual care networks.

[Link](#)

Predictive telecare pilot project.

This is a pilot project developed in Gipuzkoa to implement predictive telecare within a personalised social and healthcare ecosystem. It focuses on a predictive, preventive and person-centred telecare model using advanced technologies for the early identification and prevention of dependency and frailty in older populations. One of its main contributions is focused on improving integration between telecare services and broader social and healthcare ecosystems.

The project is part of the Pasaia HerriLab Project, which follows a proactive governance approach.

[Link](#)

Spaces as opportunities for socialisation

Fingal Welcome Rooms.

The project offers a welcoming environment where older people can connect, participate in meaningful activities and build lasting social bonds in their communities. On the one hand, it offers a diverse programme of art, music, healthy living sessions and peer support, and on the other, it addresses key barriers to social inclusion, such as mobility issues and limited social networks. In short, it creates regular opportunities for social interaction and support, with trained and empathetic professionals.

[Link](#)

Hobby Lobby.

This is an initiative launched in Vienna in 2018 that offers spaces for young people to develop their potential with the aim of promoting equal opportunities and educational equity. It currently focuses on strengths and personal development, expanding social skills and leisure activities for young people. They offer free extracurricular activities designed for children aged 8-14 from socio-economically disadvantaged families, in collaboration with partner schools. The activities cover a variety of disciplines, such as sports, art, languages and technology.

The programme's venues are located near schools, ensuring easy access and allowing participants to attend immediately after the school day. They invite

teaching staff to present the programme in their educational institutions to promote its dissemination.

[Link](#)

WienZimmer Gartenstadt Community Centre - Grätzlzentrum of the Vienna Social Fund.

Its aim is active prevention to support people with their personal problems and make them aware of the various support options offered by the city before they find themselves in precarious situations. It does this through social services, tutoring and parental counselling, or dance and programmes to combat loneliness. Among its notable actions, it organises meetings between different groups that would not normally meet and collaborates with partners who offer their services at the centre free of charge.

[Link](#)

Retirement clubs for the city of Vienna.

These spaces were created in Vienna to address isolation, loneliness and poverty among older people. They offer a temperature-controlled environment with a range of free indoor and outdoor activities. These include everything from sports to games and talks. They provide an environment that facilitates the participation of older people in activities that interest them. In addition, they develop specific projects within this framework in collaboration with other entities and initiatives, such as Vienna Fashion Week and the organisation of cultural events.

[Link](#)

What would I change in my neighbourhood?

One of the main objectives of the Lisbon programme called "What would I change in my neighbourhood?" is to develop public space design solutions that promote intergenerational interaction, seeking to mitigate isolation and loneliness, as well as to promote the participation of Lisbon's citizens, particularly those over 65, in issues related to accessibility, mobility and safety in their neighbourhood. To this end, pilot projects are being carried out in Lisbon parishes, involving architecture students in

the design of public spaces and promoting intergenerational interaction. After completing a route to identify areas for improvement, those that would have the greatest impact on accessibility and mobility are highlighted and voted on. The faculty of architecture then implements the project and the parish council ensures the effectiveness of the intervention.

[Link](#)

KALELAGUN: Outdoor public spaces to reduce loneliness and increase the well-being and autonomy of older people.

This project, developed in Gipuzkoa, brings together a set of design guidelines for urban social spaces that help alleviate perceived loneliness and encourage social interaction, with a special focus on people over 55. It also includes an intervention methodology, co-creation tools and their application in four pilot projects. It is mainly aimed at urban planners, local authorities and professionals, companies and agents involved in issues related to urban regeneration.

The KALELAGUN Co-creation Toolbox is designed to ensure the application of the Design Guidelines in projects involving the design or transformation of a specific public space. In addition, it includes 60 design guidelines grouped into five main sections: urban and spatial parameters, urban design and autonomy, environmental and comfort parameters, urban design and psychosocial health, and technological aspects. It concludes with four pilot projects in which the aforementioned guidelines are applied.

[Link](#)

Balbriggan Men's Shed.

Balbriggan Men's Shed is a community initiative in Fingal (Ireland) that is part of the international Men's Sheds movement, created to offer men a safe, inclusive and non-competitive space where they can socialise, share skills and tackle loneliness. It is run by local volunteers and members of all ages participate in activities such as carpentry, gardening, painting, mentoring and community projects. They also collaborate with local schools and clubs and provide information on health and wellbeing in partnership with other services. The space provides routine, purpose and peer support, which improves mental health, reduces isolation and boosts self-

esteem and practical skills. The initiative plans to expand its facilities, increase mentoring and offer workshops on health, digital skills and sustainability.

[Link](#)

OverKop

OverKop consists of a network of youth houses in Flanders and Brussels where young people aged 12 to 25 can drop in freely, without an appointment, to socialise, participate in activities, foster peer support and receive accessible emotional or psychological support, with the aim of responding to the growing mental health challenges faced by young people. It is offered through strong local networks that integrate youth work, welfare services, mental health providers, education, local government and youth care organisations. The model reduces barriers to accessing help, normalises talking about emotional wellbeing and offers early intervention to prevent more serious problems. Each OverKop collaborates with youth services, mental health professionals and local organisations, integrating leisure, community and psychosocial support. The initiative promotes active participation by young people, low entry requirements and a preventive approach focused on wellbeing, identity and resilience.

[Link](#)

Matching needs with help

Neighbour Bell

This project, developed in Aalst (Belgium), was created to address social isolation and people's reluctance to ask for help. It facilitates access to local mutual aid through a telephone matching system. It combines automated calling technology with personalised matching algorithms to connect people seeking help with neighbourhood volunteers by telephone. It uses artificial intelligence voice detection and matching scores to streamline interactions.

Due to low telephone response rates, the project shifted its focus to a digital + SMS version, recognising that the telephone was not the most suitable medium for this type of community activation.

[Link](#)

Chat network. *Plaudernetz*

This project in Vienna offers an easy-to-use anonymous telephone conversation service that randomly connects callers with a volunteer. It is noteworthy that it offers a new form of volunteering for people with reduced mobility by allowing them to participate from their homes. Additionally, it includes the building of a support community through webinars, networking and active community management, as well as awareness-raising actions to reduce taboo and increase social awareness.

The success indicators referred to focus on the use of the platform, through minutes of conversation or calls, and on the health promotion effects obtained in external evaluations.

[Link](#)

Gemeinsam Erleben: a social platform for making friends and joining activities that match your interests.

This project, developed in Austria, consists of a social platform aimed at building meaningful real-life connections linked to local activities around common interests. Based on a digital platform, its distinguishing feature is that it encourages people to actively participate in their communities by facilitating access to outdoor group activities that promote physical and mental health. It also includes awareness-raising actions and events that offer an easily accessible entry point for people who feel lonely. In addition, the platform is free of charge.

[Link](#)

The right to feel the wind in your hair.

This initiative, developed in Portugal, aims to support older people and people with reduced mobility. It consists of a programme of adapted bicycle rides (tricycles) led by volunteers to establish connections with people during the rides. In addition, there are stops for coffee, ice cream or museum visits, and free access to these activities is provided.

[Link](#)

Une-Idades: Intergenerational coexistence in homes to achieve social impact

Une-Idades addresses two growing and related social problems: loneliness among older people and housing and emotional insecurity among young people. The programme offers a structured model of intergenerational cohabitation through a careful selection process, digital matching based on compatibility, pre-placement training and ongoing training. Older people gain companionship, purpose and autonomy; young people find a safe, stable and emotionally enriching environment. They are monitored to ensure mutual well-being, integration and safety. The programme involves local authorities, universities, social entities and corporate partners. Its model is scalable, low-cost and recognised (1st place in Rise for Impact 2024).

[Link](#)

55+ Movement

55+ Movement was created in Portugal to combat isolation, inactivity and social exclusion among people aged 55 and over, especially those who are retired or unemployed. The project responds to ageism and the undervaluing of older people's potential through a national online platform that connects experienced older people with individuals, businesses and institutions that need everyday services (cooking, cleaning, gardening, small repairs, etc.). Its model recognises the value of accumulated knowledge and generates paid opportunities, promoting active ageing with meaning and purpose. It works through community outreach, strategic alliances and a matching system based on profiles and availability. Since 2018, it has generated more than 51,842 hours of service and €322,696 in direct income for older people. The model is replicable, low-cost and adaptable to different contexts.

[Link](#)

Organisation of group activities

Vintage picnic

This initiative in Vienna is organised as an annual event derived from the post-COVID moment that aimed to encourage older people to explore new activities in a

welcoming environment. Specifically, it is a free festival that combines music, creativity, various workshops, wellness and social interaction in a format designed specifically for people over 55. It offers different levels of participation and free transport routes to ensure accessibility.

[Link](#)

Grandma came to work.

This project in Portugal is an initiative that encourages older people to participate actively in workplaces, offering support and passing on experience and knowledge by involving them in craft and creative activities, thus fostering a sense of purpose and community. Key components include workshops, with monthly open sessions focusing on skills that encourage intergenerational learning and community development; product development, in which participants collaborate to design and produce unique handcrafted items; and cultural and tourist experiences that connect geography and emotions. It promotes intergenerational integration and the valuing of older people's knowledge.

[Link](#)

Active Age for All (AAfA)

Active Age for All (AAfA) is a dynamic, member-led and entirely volunteer-run organisation with over 270 participants aged 55 to 90+. It was established in 2015 following a community survey that highlighted the need for structured activities for older people, and was set up with the support of Fingal Council. Its committee, elected annually and made up of retired professionals, coordinates programming, administration and funding, ensuring a robust and adaptable model. AAfA is based on the idea that ageing should be active, social and enjoyable, offering a wide range of physical, cultural and recreational activities. The initiative has helped to improve physical fitness, reduce loneliness and enhance wellbeing. Given the demand, it plans to expand the programme, improve members' digital skills and strengthen local partnerships.

[Link](#)

University for Older Adults Lumiar

Lumiar Elderly University (UTIL) is a non-formal education university aimed at people aged 55 and over, created to promote active ageing through opportunities for learning, socialisation, inclusion and personal development. It offers a wide range of courses (history, art, health, IT, languages, music, etc.) tailored to the interests of participants. Its purpose is purely educational, cultural and social, promoting coexistence, autonomy and mental and emotional health. Its main objectives include promoting non-formal education by creating opportunities for participation, encouraging the exchange of experiences among peers, contributing to solving problems of isolation and loneliness, and promoting healthy lifestyle practices. It has equipped classrooms, common areas, a kitchen and hybrid teaching systems. It is considered an easily transferable practice due to its model based on volunteer teachers.

[Link](#)

Neighbourhood or community activation initiatives

Neighbour Matcher

This project in Aalst (Belgium), in collaboration with the Give a Day cooperative movement, focuses on connecting neighbours through a digital matching tool to request or offer help with small tasks, such as shopping or cooking. It is an example of how municipalities can foster social connection by combining digital tools with community engagement.

A notable feature is the pilot project developed in Ten Rozen in 2023, which relied on recognised local figures to encourage participation. During its development, it became clear that it was necessary to include local agents in community initiatives in order to raise awareness of them, as events that are relevant to people are shared from a closer perspective, fostering interest and trust.

[Link](#)

Intergenerational collaboration: from intergenerational projects to intergenerational practices.

This practice from Fingal (Ireland) brings together two projects derived from the initiative launched in 2022, which aimed to integrate intergenerational approaches into the county's projects. To this end, community centre administrators, staff and partner organisations were trained. As a result, two specific projects were developed: Cricket4all, which introduced cricket to young people with disabilities and older adults and is now part of the ongoing work of Fingal Sports Department and Cricket Leinster; and the Balbriggan intergenerational project, which arose from a lack of safe, informal and inclusive spaces and worked together to address community challenges as a group.

[Link](#)

Hariak Kantuz

This practice in Gipuzkoa consists of a community activation project through singing with the participation of young and older people, based on existing structures and organisations (the choirs of Gipuzkoa). In these spaces, support and care networks are generated almost naturally, making it a privileged environment for raising awareness about loneliness, promoting the Hariak Strategy, preventing loneliness and strengthening social cohesion.

Its objectives include strengthening existing relationships within the groups, making choir members more receptive and open to situations of loneliness, and recognising the value of choirs as spaces for social care and even shelter.

[Link](#)

Social support-based interventions

HUSRUM Denmark: Voluntary support for young people who feel lonely (aged 16-30)

This Danish initiative supports young people aged 16-30 who experience loneliness through weekly social activities (such as board game sessions or creative workshops; 12-session conversation groups of 7-8 people; and a "heartmate" programme), run by volunteers. All of this is carried out by trained volunteers and a professional coordinator.

[Link](#)

Younus: mentoring for children, young people and parents

This Austrian practice is aimed at disadvantaged families and offers short-term, accessible mentoring. The programme involves individual mentoring, whereby a child or parent in a difficult situation is assigned to a volunteer mentor and they have weekly 2-hour sessions for between six and twelve months. These sessions focus on strengths and potential, with the support of a professional and the mentoring tandem.

It has a proven impact on those involved, with a greater sense of self-efficacy or confidence building, as well as the development of communication and intercultural skills.

[Link](#)

ACHTSAMER 8

A community initiative in Vienna that creates a solidarity network to support people such as the elderly, people with dementia or young people in difficult situations. It is based on collaboration between individuals, institutions and local politics to encourage active participation and community care.

A digital care map (achtsamer.at) gives visibility to the care network with a wide range of offers. Older people in Josefstadt were sent a printed map with adapted places in the district where they can take a break on their daily routes or find opportunities for dialogue.

[Link](#)

Maitaro

Maitaro is a project run by Donostia University Hospital that offers in-person support to hospitalised patients, as well as telephone support after discharge, provided by young volunteers who have been previously selected and trained. The project also develops a methodological tool to detect the needs related to loneliness and/or social isolation of hospitalised patients and designs a prototype community response tailored to their specific needs. Fifty-four people have been accompanied, 90% of whom say that Maitaro significantly reduces their feelings of loneliness. The

main challenge is to extend the support to the home, which would require stable resources.

[Link](#)

Therapeutic approach

Ventilen

This Danish NGO tackles youth loneliness through local interventions in more than 20 municipalities, led by trained volunteers, whose sessions promote self-esteem, social skills and a sense of belonging. Its model is based on a capacity-building approach and four principles: continuity, channelled through regular and predictable meetings; community, with inclusive and safe group environments; co-management, as participants contribute to shaping activities and capacity building.

It collaborates with secondary schools and vocational training centres to promote an inclusive classroom culture and strengthen social cohesion through materials, workshops and guidance for staff on prevention and early intervention.

[Enlace](#)

Walk & Talk

This practice, developed in Vienna, focuses on helping people cope with challenges (such as isolation or loneliness), address life problems or acute stressors, and improve their mental well-being. Social and life counsellors in training offer support and guidance within the framework of psychosocial therapy ("Social and Life Therapy"), under professional ethics and defined objectives and in a context of supervision. The combination of walking and talking allows the therapy to take place in a natural, familiar environment. Walking facilitates openness, allowing ideas to flow more freely. The service is free of charge.

[Link](#)

Reflection on the success factors of good practices

The review and analysis of good practices collected within the framework of the KORALE project has made it possible to identify common key factors that help to understand the achievement of the objectives of the practices and their sustainability. These factors not only reflect common elements among diverse initiatives, but also allow us to reflect on the conditions that favour a more appropriate approach to loneliness. The purpose of this task is to offer potentially transferable keys for future interventions and public policies.

This section shares an initial proposal of common success factors among some of the practices and experiences promoted in the European territories that make up the project consortium. These refer to methodological approaches as well as organisational, cultural and relational aspects that have proved particularly relevant.

The aim of this section is simply to facilitate reflection by sharing some of the elements identified in an initial analysis of the practices. This section will be worked on after receiving contributions from the KORALE Steering Group.

Below is a brief overview of some of these factors, with references to specific examples or practices to encourage reflection and identification.

Incorporation of elements that promote accessibility and low entry thresholds

Within the analysis of interventions to address loneliness, recent emphasis has been placed on the need to reach out to people who feel lonely. In many cases, the factors that cause people to feel lonely are the same ones that make it difficult for them to participate in interventions. It is therefore crucial to incorporate elements into the design of initiatives that directly address this issue, which require knowledge and understanding of the particular barriers that the target populations may face.

The shared practices have incorporated elements that minimise and address the specific barriers that may be operating to make it difficult for people to participate in interventions. This facilitates the participation of people with economic, educational, technological or social difficulties. By reducing the impact of such barriers, a low entry threshold is achieved, allowing particularly vulnerable people to access the initiatives.

Some examples of how to address these elements can be found in *Vintage Picnic*, *OverKop*, *Hobby Lobby* or the *Fingal* information events.

Community knowledge and involvement of key agents

The analysis of practices has identified various ways in which initiatives involve the community through various channels, from the design of actions or their development to their evaluation. When we talk about community, we are referring to formalised social entities, but also to other community assets that are not formally grouped, such as citizens or community leaders. Although the degree of participation varies from one initiative to another, there is a tendency to involve the community in decision-making and idea generation.

However, this success factor is identified not only in terms of those practices that achieve their objectives, but also from the perspective of the lessons learned during pilot initiatives. Thus, community participation is an element that must be nurtured and worked on from the outset. To this end, knowing the community at which the practice is aimed and involving the appropriate key players is essential to ensure that the people you want to reach are truly involved and that a space of trust is created.

Some examples of how to address these elements can be found in *Neighbour Bell*, *Neighbour Matcher*, *Hariak Kantuz* and *Collaboration across Generations*.

Structured and trained teams

Another element that emerges from the analysis is the key role played by hybrid teams that combine paid professionals with volunteers in the implementation of several of the practices studied. However, the differentiating factor is the definition of a structure in line with the objective of the practice, adequate training and monitoring to ensure the practice works.

Some examples of how the role of volunteering is developed can be found in *Ventilen*, *Maitaro*, *Active Age for All*, *Lumiar Elderly University*, *The right to feel the wind in your hair*, *Plaudernetz* ("Chat Net") and *HUSRUM Denmark*.

Person-centred design

In addition, elements resulting from the co-creation of actions with other agents or individuals have been detected in some of the practices. In this sense, characteristics of person-centred design approaches are recognised, in which responses are constructed jointly, placing the particularities, needs and interests of individuals at the centre.

It is just as important to design with people at the centre as it is to redesign based on experience. In this sense, the person-centred design approach is not only observed in relation to the design of the practices, but also in the stage corresponding to the piloting of prototypes and the redesign of initiatives based on real experience.

Some examples of this can be seen in *Ik Leef Mee(r)*, *Active Age for All*, *Lumiar Elderly University*, *HUSRUM*, *Community Navigator* and *Walk & Talk*.

Community-centred design

Other initiatives have a strong community-centred design component in their approach to practice. By integrating activities into local contexts, where people are, they encourage resident involvement and build networks of trust between professionals, volunteers and community citizens. Weaving the community together in this way helps to strengthen the sense of belonging to the place where people live. The combination of physical spaces and participatory programming would also contribute to this.

Some examples of this can be seen in *Hobby Lobby*, *Achtsamer 8er*, *WienZimmer* and *Plataforma Contra la Soledad*.

Preventive approaches

Preventive approaches are also emerging as a common feature. The repertoire of practices compiled shows how initiatives aimed at intervening in existing situations of loneliness coexist with others that are proposed at an early stage, either with families or with people preparing for therapy. Such approaches can prevent further isolation and deterioration in mental health. This reflects a public health perspective that considers loneliness not only as a symptom, but also as a determinant of broader inequalities.

Some examples of this can be seen in *YOUNUS*, *Achtsamer 8er* and *Walk & Talk*.

Cross-sectoral collaboration and multi-level governance

In certain projects analysed individually and jointly, i.e. tracing the different levels of approach within each locality, it can be seen that these are intersectoral collaborations (between public administrations, third sector organisations, businesses, the community and academic institutions). In addition, although not in all of them, multi-level approaches are detected, including practices that work at the individual level, corresponding to individuals, at the intermediate level, involving the community, and at the macro level, including elements that seek to reverse the impact of structural factors that generate inequality.

Actions such as *RADAR Project*, *More together*, *Platform Against Loneliness in Austria*, *United against loneliness*, *KALELAGUN* and *Younus* reflect these aspects in their descriptions.

Evaluation and continuous improvement

Given the importance of this issue, the evaluation and continuous improvement of practices have been taken as an additional factor. In this regard, it has been identified that evaluation has tended to focus on indicators that are collected regularly or on gathering *feedback* from the people involved in order to adapt the actions.

Some examples of this can be found in the *Fingal Age Friendly Strategy* and the *Predictive Teleassistance Pilot Project*.

In this regard, some practices have incorporated various methodologies to capture the impact specifically on variables such as feelings of loneliness. Examples of this include *GemeinsamErleben – A social platform to make friends and join activities that match your interests*, *El derecho a sentir el viento en tu cabello (The right to feel the wind in your hair)* and *Ventilen*.

Political and institutional commitment

Last but not least, the support of public institutions or political strategies that promote the viability, legitimacy and scalability of the work carried out by the

ecosystem should be highlighted as a factor for success. In other words, it gives projects a more solid foundation and facilitates cross-sector collaboration to address the phenomenon in question. Institutional support can take the form of funding, integration into public policies, inter-administrative coordination or the creation of favourable regulatory frameworks.

Some examples include the *Platform Against Loneliness in Austria*, the *Fingal Age Friendly Strategy*, and *United Against Loneliness*.

Approaching technology as a complement

Some initiatives are technology-based but integrate it in a way that complements personal connection. In some cases, the aim is to integrate people with mobility difficulties into the initiatives as providers, rather than recipients of the intervention. In others, it involves a hybrid approach. These initiatives show how technology-based initiatives can have potential for scalability and replicability that complement face-to-face services, especially for populations with mobility difficulties or in rural areas. These interventions also demonstrate how strategic use of branding, media outreach, and community management can normalise conversations about loneliness, thereby reducing stigma.

Examples include *Plaudernetz* and *GemeinsamErleben*.

Practices selected by the KORALE project consortium

Given the number and diversity of practices collected within the Korale project, the consortium's joint reflection has focused on a set of practices selected by the partners. This point has been conceived with the aim of gathering an in-depth analysis of these practices and contributing to the reflection on their replication potential based on the experience of the regions participating in the project.

Among the most promising characteristics for addressing loneliness are those that contribute to low-threshold practices. This means that their design removes physical, bureaucratic, social or economic barriers that prevent people in need from seeking help.

The following table summarises the practices evaluated by the consortium in greater detail due to their promising approach to tackling loneliness and their potential for replication in other settings.

Table 3. Summary of the practices selected and analysed by the partners

	Target group	Type of impact
Home visits to older people (75+)	Older people	Individual
Community navigator	General population	Individual
Talent 55	Older people	Individual
Hobby Lobby	Young people	Intermediate
Ik Leef Mee(r)	Older people	Intermediate
Kalelagun	Older people	Intermediate
Radar	Elderly people	System
Platform against loneliness	Intergenerational	System
More together	Intergenerational	System
Fingal Age Friendly Strategy	Older people	System

The following are the practices selected as most promising, whose main activity or objective is directly aimed at the target population, from the perspective of detection or reconnection with society.

Home visits to people aged 75+

This initiative includes proactive and personalised actions to reach people who remain invisible, using an objective risk factor (age 75+). Its key is to build trust through personal contact and by addressing people's needs. It connects people with services and opportunities or provides direct assistance. Good cost-impact ratio: three professionals make daily visits.

Community Navigator

This initiative fills one of the main gaps in initiatives addressing loneliness: the reconnection pathway to social participation. It is a person-centred support model that reduces barriers to participation and effectively reaches people with complex needs. Its structured but flexible design is highly transferable and scalable to different regional contexts.

55+ Movement

This initiative activates and integrates people over 55 through services that promote inclusion and well-being and reduce social isolation. At the same time, it creates structured opportunities for people over 55 to contribute to their communities and prevents trajectories of exclusion, inactivity and loneliness. Its value lies in recognising and leveraging the accumulated experience of this population group through a national platform that connects their skills with the real needs of individuals, businesses and institutions.

By generating paid and socially useful opportunities—such as cooking, cleaning, gardening, or small repairs—it restores a sense of purpose, improves well-being, and reduces isolation, especially among those who face structural barriers to employment. In addition, it strengthens informal and intergenerational support networks, changing social perceptions of ageing and fostering more cohesive communities.

Its implementation, based on community participation, strategic alliances and a flexible service model, makes it a sustainable and scalable initiative.

This group brings together practices whose activities are more oriented towards intermediate and community conditions.

Hobby lobby

This practice demonstrates how free, community-based activities focused on skills development and connecting participants where they are can reduce social isolation.

It highlights the collaboration between schools and communities that helps to reach people by reducing barriers to entry to the initiative. It also reduces economic barriers, makes use of local spaces and mobilises community volunteers under professional coordination.

Additionally, it emphasises a strong focus on personal development and peer connection. The design keeps registration costs low (free, at local venues), maximises the sense of belonging (regular group activities in the community) and grows thanks to a clear plan for getting started and a robust system for recruiting and retaining volunteers.

Although the original practice is focused on young people, its core mechanics of accessible locations, free admission, and structured social learning could easily be transferred to older adults and multigenerational cohorts.

Ik Leef Mee(r)

This practice offers an inspiring guide and method that helps professionals and volunteers recognise different forms of loneliness and challenge stereotypes.

It can be added to other initiatives as it aims to engage in respectful, person-centred conversations about people's experiences.

They facilitate the careful detection of loneliness and assess people's needs (including loneliness scales).

Although it also has a micro impact (older people and carers), its design is aimed at the meso level (local care and support organisations).

Its approach is also aimed at reducing the barriers that can be created by difficulties in understanding other people's experiences and contributing in a replicable way to the education and training of the support community for people who feel lonely.

Kalelagun

This practice is promising because it addresses loneliness from the perspective of environmental gerontology, acting on the relationship between older people and their everyday environment. It is based on the idea that well-being depends on the

match between individual capabilities and environmental conditions, and focuses on public spaces _so-called third places_ as structural levers to promote autonomy, social participation and emotional well-being. Its innovation lies in offering a spatial response to loneliness, particularly suited to people who do not wish to or cannot participate in group activities, as inclusive public spaces allow for informal, spontaneous and low-threshold interactions, reducing barriers and perceptions of insecurity.

The practice consists of evidence-based design guidelines aimed at removing structural barriers to social connection. These guidelines consider the needs of diverse groups —senior citizens, young people, and people with disabilities— whose well-being is often overlooked in traditional urban planning.

Added to this is a key element that makes it particularly valuable: co-creation with the users themselves, ensuring that spaces are designed with the community and not just for it. The approach combines urban planning, public health and community development, creating long-term environments conducive to social connection and addressing the structural causes of loneliness.

The latter group includes practices whose activity is more oriented towards coordination conditions and which have an impact at a more macro or systemic level.

Radar

This is a multi-level strategy for the entire city, as it works through three interconnected levels: inter-organisational collaboration, community micro-networks and active citizenship. This approach means that loneliness is addressed both structurally (systems, coordination), locally (neighbourhoods) and interpersonally (citizen participation).

One of the elements that makes it most promising is the strong coordination between organisations through a digital platform. This reduces fragmentation and ensures that vulnerable older people are not left unattended.

The interconnection between the three levels of work makes it easier to reach those most in need, especially those who may feel most lonely or who experience greater isolation. A community detection system has been developed and the community has been activated while fostering a culture of collective care, strengthening social cohesion and reducing the stigma surrounding loneliness.

Another noteworthy element is the combination of outreach actions that encourage contact with older people and ensure continued participation. Continuous monitoring is carried out through phone calls, home visits and street actions.

Platform Against Loneliness (Austria)

This initiative stands out for its national coordination role, bringing together a multitude of organisations at the national level.

In addition, it promotes the exchange of knowledge and agents to tackle loneliness.

Its hybrid approach, combining digital and community-based elements, is also noteworthy.

It strengthens governance structures while providing accessible support to diverse population groups.

More together (Central Denmark Region)

This is a comprehensive community initiative aimed at reducing loneliness through the implementation of promising, evidence-based interventions, a co-created innovation laboratory, and a research and evaluation programme with population-level impact measurement.

The programme invests in capacity building for frontline staff and individuals, strengthens local infrastructures for social connection, and implements interventions for both young people and older adults. Systematic monitoring of reach, outcomes, and systemic change is an integral part of its model.

The collaborative model and core function support coordinated action between municipalities, civil society organisations, services and citizens, and promote structural and cultural change in local approaches to tackling loneliness.

Through its combined focus on individual support, organisational development and community mobilisation, it operates simultaneously at the micro, meso and macro levels and demonstrates how a research-based, locally-based approach can address loneliness in a sustainable and scalable way.

Some partners propose specific combinations of practices that have an impact at the micro or individual, community or systemic levels, given that by combining initiatives aimed at different levels, the entire spectrum is covered, from individual support to systemic transformation.

To promote in-depth knowledge of the practices selected by the consortium partners, their analyses are presented below.

Visits to people over 75

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

For the partners, some of the defining characteristics of the practice itself are the factors that make it successful and enable it to achieve its objectives.

Proactive visits. The fact that the visits take place in the person's own home makes it possible to reach people who do not seek help themselves and to reach the loneliness that is most difficult to reach, the least obvious.

Trust. Building trust through the design of the visits, which include a brief introduction, open-ended questions, active listening and personal contact, facilitates honest conversations.

Holistic and personalised needs assessment, focusing on personal needs and talents so that support is meaningful and based on strengths.

Training for workers, through continuous training that ensures professionals feel confident, know how to detect subtle signs of vulnerability and communicate with empathy.

Diverse support. Support ranges from the smallest requests to reducing structural barriers and encouraging people to accept support.

A strong network to connect people and offer realistic solutions to their needs. This network includes collaborators who may be internal or external partners.

Monitoring and constant presence, which ensures a sense of continuity for people, especially vulnerable older people.

How these success factors could be transferred to other initiatives or future implementations

The consortium partners consider it essential to standardise the home visit method. Provide scripts, guidelines and checklists, or training modules, so that other locations can adopt it.

Selection of frontline professionals. Have a list of characteristics that allow for the selection of the most suitable profiles for the job.

Training packages on how to build trust with people, detect loneliness, referral pathways and strength-based interviews.

Develop collaboration templates with other partners, such as memoranda of understanding, referral agreements, and information-sharing protocols.

Simple data system for branches to record needs, talents, risks, and follow-up.

Creation of a modular model that can be scaled up according to local resources (e.g., volunteers, part-time staff, neighbourhood teams).

Facilitators for achieving objectives

Political and management support, as well as a commitment to proactive care for older people.

Stable funding, even if resources are modest, to retain professionals and reduce turnover.

Selection of suitable profiles for home visits, with strong interpersonal skills and the ability to build trust.

Local networks willing to collaborate facilitate referral and reconnection with the community: healthcare, leisure organisations, volunteer groups.

Accessible community services. The very fact that there are activities in the place where the programme is to be implemented to which older people can be referred and which people can access.

Staff who are familiar with and up to date on the local social map and community network, so that they can effectively navigate the available services.

Clear channels of communication between community care workers and municipal departments are also an element that facilitates the development of the practice.

Data protection frameworks that allow information to be shared securely.

Practical and theoretical training and support for community care staff, enabling them to work with confidence and consistency.

Possible limitations and solutions to overcome them

Limited availability of people to carry out the task or limited human resources. Professionals are often significantly overburdened. The proposed solution is to combine staff with trained volunteers or community connectors and prioritise the monitoring of the most vulnerable older people.

Given the reluctance of older people to open the door or trust someone new, the proposed solution is to strengthen communication and visibility, provide clear identification, and allow for scheduled appointments.

There may be limited availability or uneven quality of referral options. Referrals do not always meet the needs of older people, due to long waiting times or different working methods between organisations. It is proposed to improve coordination with partners, streamline procedures and develop alternative routes (e.g. community-based solutions) when formal services are delayed.

Possible dependence on specific staff members. It is proposed to use shared documentation, organise team meetings and supervision to ensure continuity.

Inconsistent monitoring or data systems. The proposed solution is to introduce standardised tools for assessment, monitoring and information sharing.

Community Navigator

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

A community-centred approach focused on the real needs of the population, an essential element in good practices that seek to improve local governance and citizen involvement.

An approach that fills a gap in reconnecting people who feel lonely through professional support.

Clear and structured operating model, with defined roles, coordination mechanisms and a continuous support process.

Inter-institutional and multi-stakeholder collaboration. The initiative promotes an **ecosystem of cooperation** in which each actor plays a complementary role and connects actors that traditionally operated in a fragmented manner.

Adaptability and a flexible approach, making it possible to adapt to the changing realities of the territories and the people being supported.

How these success factors could be transferred to other initiatives or future implementations

Creation of operational guides or manuals detailing processes, professional profiles involved and tools used, facilitating replication.

Adaptation to the local environment, maintaining the structure of the model but allowing for adjustments according to demographic, institutional or cultural context.

Training and capacity building for staff, following the guidelines set out by projects focused on community skills development.

How these success factors could be transferred to other initiatives or future implementations

Commitment from institutional actors, which facilitates decision-making, resource allocation and the coordination necessary to sustain the intervention.

Active community participation, a central element in successful European practices in local governance and social cohesion.

Clear organisational infrastructure, including defined roles, a system for referral and connection with other actors, as well as effective monitoring and communication mechanisms.

Availability of resources and technical support.

Possible limitations and solutions to overcome them

Difficulty of adaptation in territories with complex institutional structures. It is proposed to promote a prior process of institutional diagnosis and to activate alliances adapted to the location.

Shortage of personnel trained to perform the role of 'navigator'. It is proposed to developing short, applicable training modules.

Risk of low community participation. It is recommended to incorporate awareness-raising and early participation strategies.

55+ Movement

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

Specific skills matching: People are involved based on their specific talents and proven abilities, reducing the need for additional training.

Recruitment and onboarding process: Participants are matched with service users based on verified skills rather than generic volunteer roles.

Alignment with service users' needs: Services are tailored to the actual needs of clients, and the matching system ensures that client needs dictate the type of talent hired.

Flexible compensation models and payment structures integrated into the platform, allowing individuals to select their model.

Social economy orientation: By leveraging existing skills, the project minimises training costs and accelerates implementation.

How these success factors could be transferred to other initiatives or future implementations

Adapt a similar practice or service or incorporate a specific line into a municipal organisation or one with which there is already collaboration.

Integrate the project into local policies, budgets, and decision-making.

Integrate inclusive and preventive approaches to loneliness into the normal functioning of services.

Develop a simple matching platform or manual system. Track services provided, hours contributed, and loneliness scores.

Facilitators for achieving objectives

Political and strategic alignment. Alignment with local plans and fit with existing collaborations.

Local infrastructure and resources. Use existing venues and leverage existing volunteer networks.

Workforce and skills. Include qualified staff and include older people with specific talents for service delivery.

Financial and operational model. Flexible payment options: direct payment, time savings or donation, and retaining a small commission for sustainability.

Community involvement and brand development. Send a positive message and promote it through existing networks in community venues.

Potential limitations and solutions to overcome them

Low awareness of initiatives. Awareness among older and unemployed people may be low, and some may feel stigmatised by joining.

Digital exclusion: not everyone can use online platforms.

Funding and sustainability require careful planning, and governance can be complex. It is necessary to know the initial installation costs, how long it took to become financially sustainable, and whether it continues to rely on public funding to continue operating.

Recruitment of qualified staff. Supervision seems to be required to ensure the right match between people, skills and services. Proposed solutions include securing key staff, securing a budget for the initial costs of installing equipment, and exploring micro-grants and corporate donations.

Tax implications for the payment recipient. These can be an issue and may be subject to tax or incompatible with pensions. It is proposed to promote the creation of time banks for reciprocal work and volunteering.

Responsibility for poor service. Need to clarify who is responsible for services.

Measuring the real impact on loneliness

Hobby Lobby

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

The selected success factors are integrated into the design and implementation of the model. In other words, the fact that the activities are accessible, reliable, well coordinated and easy to replicate are in themselves success factors.

Below, we describe these elements and how they work in practice.

Accessibility and inclusion from the design stage. Free or subsidised activities, delivered locally and at convenient times, remove the main barriers to participation.

Community delivery with trusted access points. Proximity to schools and community locations reduces travel and effort, provides safety, and facilitates early intervention. Key community stakeholders facilitate outreach and referrals.

Hybrid staffing model. Volunteer mentors and youth/senior leaders are supported by paid coordinators who ensure safety, consistency, quality, and continuity.

Structured and scalable framework. Simple start-up guides, templates, and training enable new locations to launch with minimal friction and shared standards.

Focus on social learning. Activities are designed to both connect and develop skills.

How these success factors could be transferred to other initiatives or future implementations

Ensure inclusive access through existing community spaces in municipalities.

Offer free activities (or activities with a nominal fee or fee waiver) after school hours and during off-peak hours for older adults.

Prioritise areas with higher poverty or low service density. Encourage current activity providers to offer a number of free programmes in exchange for a discount on community centre rental.

Hybrid staffing. Paid staff (coordinator) responsible for safety, programming, recruitment, and quality control. Support for the recruitment and training of volunteers (including peer leaders) from local communities. If a paid coordinator cannot be funded, co-production with key community centre management staff could be used to leverage community resources to design and implement the programme.

Scalable framework and toolkit. Develop starter packs (e.g., outreach scripts, activity planning guides, protection and risk assessments, volunteer role descriptions, and tracking templates). Maintain consistency across centres to facilitate replication.

Collaboration-led outreach. Work with school principals, social influencers, family members, and local NGOs to reach people at risk of loneliness.

Alignment with the municipal plan. Align the objectives of each centre's plan with the objectives of the municipal plan in terms of inclusion, participation, health and well-being, and lifelong learning. This creates a strategic mandate and a common language for reporting.

Facilitators for achieving objectives

Clear political backing. The programme should be included in local and strategic plans to reduce loneliness, with a focus on priority areas.

Reliable funding. Basic municipal funding for coordinators, spaces and protection can be considered initially, to which government grants, corporate sponsorship and charitable funding can be added.

Access to spaces. Use community centres, sports centres and libraries as the main venues for implementing the action. When space is limited, sessions can be held in schools and clubs and local pop-up events can be used to reach more people.

People and skills: divide roles and tasks by skills and people. For example, community development managers can coordinate while volunteers and group leaders can run the sessions.

Support training. Provide training in protection, inclusion, group facilitation and basic mental health awareness, as well as recognition to maintain volunteer participation (e.g. municipal awards).

Strong partnerships. Work with different services, such as Community Centre Boards, schools, Education and Training Boards, or health services, among others.

Digital tools and communication. Use online systems for registration, attendance, feedback, and progress tracking. Share information in plain language through multiple channels.

Good governance. Establish a Steering Group with key departments for good governance of the practice. Review progress quarterly and publish an annual impact report linked to the objectives.

Possible limitations and solutions to overcome them

Financial stability. Short-term grants make it difficult to maintain activities. Obtaining basic municipal funding for key positions is not always a feasible option. It is proposed to obtain spaces and use own budgets for activities to keep them free or at a very low cost.

Excessive reliance on volunteers. Volunteers may become exhausted or fail to develop the skills necessary for the role they perform, or they may have a high turnover rate. It is proposed to have a budget to ensure paid coordinators, offer clear roles, training and recognition.

Adaptation to all ages. Activities designed for young people are not always suitable for older people. It is important to co-design.

Space in facilities and equity. Some centres are likely to be busier than others, and it may be more difficult to reach rural areas. To address this, it is proposed to map usage and share spaces with schools and clubs, or organise temporary activities to reach more locations.

Safety and inclusion. Situations may arise that compromise safety or inclusion, so it is important to have protection policies, background checks, codes of conduct, and physical and sensory access controls in place, as well as training in inclusive practices.

Ik Leer Mee (r)

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

Carefully co-designed tools that facilitate conversations about loneliness to empathise and build trust with people.

Training of professionals and volunteers in relational approaches and conversational techniques.

Recognition of different types of loneliness.

Integration of monitoring, evaluation and feedback cycles. Combines qualitative and quantitative tools and proposes a systematic evaluation.

Mechanisms to strengthen accessibility and reduce barriers to participation. It focuses on relational sensitivity, trust building and reducing emotional thresholds.

How these success factors could be transferred to other initiatives or future implementations.

Training of frontline staff and volunteers, focusing on relational skills, detecting loneliness and adapting to needs.

Integration with any other loneliness intervention practices, especially those addressing different levels.

Systematisation of how to address diverse barriers.

Facilitators for achieving objectives

Consolidated community infrastructures and local trust-building mechanisms. Inclusion of local actors as accessible access points.

Coordinating role responsible for facilitation, data management and monitoring. Integrated into the methodological support of ZorgLab Aalst.

Access to simple and adaptable tools and a combination of shared tools, clear procedures and continuous learning.

Possible limitations and solutions to overcome them

Reaching the most isolated or vulnerable people. Some older people are reluctant due to mistrust or emotional barriers, and some young people need to build long-term relationships before participation is possible. Sustained outreach, trusted community actors and the systematic reduction of practical, social and psychological barriers are proposed.

Reliance on staff and trained volunteers capable of managing complex emotional situations. It is proposed to include reinforced training frameworks, clear job descriptions and structured support.

Assessment capacity and data infrastructure vary by context. Measuring changes in loneliness is methodologically complex, and validated tools may not always be suitable in frontline contexts. Fragmented data systems can also make it difficult to track outcomes. Investments in shared indicators, practical tools, and greater integration between research and practice are proposed.

Structural barriers such as mobility issues, financial constraints, digital exclusion, and service fragmentation continue to limit participation. Addressing these barriers requires both individual (e.g., accompaniment, outreach, support for orientation) and structural measures (e.g., transport options, community centres, targeted funding, and greater intersectoral coordination).

Kalelagun

Success factors or conditions or elements that have contributed to initiatives achieving their objectives:

Clear and structured design guidelines: The 60 guidelines, grouped into five sections, provide planners with a comprehensive and practical framework.

Strong methodological support: The inclusion of an intervention methodology ensures that the guide is not merely conceptual or theoretical, but also applicable to real projects.

Co-creation tools: Tools that help design and facilitate participatory sessions ensure that people's perspectives are consistently incorporated.

Pilot projects that model the approach: The four pilot projects show how the method works in practice, increasing the credibility and replicability of the guide.

Relevance to multiple stakeholders: The guide is aimed at governments, planners, architects, businesses, and community actors, broadening its impact.

How these success factors could be transferred to other initiatives or future implementations

Adapt the guidelines: Cities can adapt the 60 guidelines to their local context.

Use co-creation tools to involve citizens in the planning or redesign of public spaces.

Replicate the pilot project approach by testing the guidelines in small-scale interventions before scaling them up.

Integrate the methodology into municipal planning processes, ensuring that user-centred practices become the norm.

Develop training modules for planners and architects.

Multilingual accessibility: Availability in Basque, Spanish and English facilitates its use throughout Europe.

Facilitators for achieving the objectives

Political and institutional support for people-centred urban design and age-friendly cities.

Availability of urban planning budgets for participatory processes and redesign of spaces.

Qualified facilitators capable of effectively leading co-creation sessions.

Interdepartmental cooperation between the departments of planning, social services, mobility, health and ageing.

Access to local data on population needs, mobility patterns and spatial inequalities.

Established networks of community organisations, local associations and citizen groups to participate in co-creation.

Potential constraints and solutions to overcome them

Resources and political will. Some municipalities may lack funding or strategic priority. It is proposed to promote low-cost pilot projects to demonstrate impact and integrate the guidelines into existing regeneration plans.

Resources needed for co-creation. Not all municipalities have sufficient time or trained facilitators. It is proposed to provide training, use simplified versions of the toolkit or collaborate with universities/NGOs.

Different organisational procedures or lengthy planning periods that can delay interventions or hinder the personalised application of guidelines. Alternatively, it is proposed to improve coordination between planning departments, streamline procedures and develop cross-sectoral working protocols.

Unequal citizen participation. It is more difficult to involve those who face greater barriers to participation, whose perspectives are necessary for effective redesign. It is proposed to take the co-creation process to where people are already located (community centres) and to offer multiple formats (guided interviews, small group sessions).

Risk of guidelines being used superficially. Some planners may adopt the language without applying the principles in depth. It is proposed that the guidelines be integrated into formal planning requirements, monitoring frameworks, and design competitions.

Radar

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

Multi-level governance structure. Clear roles at the organisational, community and citizen levels create a coherent system.

Digital platform and use of data: key to information sharing, risk signalling and coordination of interventions and responses, as well as monitoring progress.

Strong inter-organisational partnerships: collaboration between public authorities, social services, police, NGOs and community organisations increases responsiveness.

Training and capacity building for interviewers, community radars and multidisciplinary teams for detection, assessment and follow-up.

Community micro-networks ("eyes and ears"): Local businesses and associations are well positioned to detect risks early on.

Active community outreach: Street actions, home visits, local events and phone calls ensure continuous interaction with older people.

Public leadership and funding: Municipal coordination improves trust, sustainability and accountability.

Reducing barriers to participation: Brings support directly to people's homes and neighbourhoods.

How these success factors could be transferred to other initiatives or future implementations

Replicate the multi-level structure (organisations, community, and citizens).

Implement a shared digital platform, even on a smaller scale, to facilitate coordinated responses.

Develop local micro-networks involving shops, pharmacies, cafés, associations and volunteers.

Use low-threshold outreach actions (home visits, phone calls, street patrols) to maintain contact with isolated older people.

Provide training and clear guidelines to organisations and community actors on identifying risk situations.

Start with pilot districts before scaling up to the entire city or region.

Ensure leadership from public authorities to reinforce trust and sustainability.

The model can be scaled up and expanded beyond Lisbon, as demonstrated by the preparation of RADAR Social.

Facilitators for achieving the objectives

Political commitment and leadership to address loneliness and vulnerability among older people.

Stable public funding for coordination, platform maintenance and community outreach.

Digital infrastructure that enables secure and efficient information exchange.

Strong partnerships between public services, NGOs, community groups, police and businesses.

A culture of collaboration between local actors and institutions.

Willingness of the community to participate, including businesses and citizens.

Training programmes for professionals and community agents to detect risks and respond appropriately.

Consolidated community infrastructure and local confidence-building mechanisms facilitate implementation. Inclusion of different local actors as accessible access points.

Coordinating role responsible for facilitation, data management and monitoring.

Access to simple and adaptable tools that facilitate implementation. The combination of shared tools, clear procedures and continuous learning strengthens consistent implementation and promotes continuous improvement.

Possible limitations and solutions to overcome them

High dependence on inter-organisational cooperation. Different procedures, priorities or bureaucratic deadlines can slow down coordination. It is proposed to establish formal cooperation agreements, shared protocols and regular coordination meetings.

Ongoing resources and maintenance for the digital platform. Smaller municipalities may face difficulties. It is proposed to develop lighter, modular versions of the platform and provide centralised technical support.

Unequal participation of community actors. It is proposed to offer incentives, recognition, and regular feedback on their impact; simplify reporting mechanisms.

Delays or lack of personalisation in referrals. It is proposed to improve and periodically update the mapping of local resources, diversify referral channels and create alternative community responses.

Mobilisation of citizens. It is proposed to invest in awareness campaigns, neighbourhood ambassadors and local events to foster a culture of care.

Risk of excessive reliance on telephone and digital contact. Some older people may find it difficult to interact remotely. It is proposed to maintain an appropriate balance between personal contact through street outreach and home visits.

GDPR and data protection challenges. Because information is shared between various organisations, GDPR compliance is challenging (coordinating data flows, informed consent, etc.). A common interpretation of data protection rules is needed to avoid restricting the exchange of relevant information. It is proposed to develop unified data protection protocols, provide training on the GDPR, ensure secure digital infrastructures, and promote a 'minimum necessary data' approach to balance privacy with effective support.

Diversity in organisational capacity, prioritisation and professional culture, from data systems to work routines. Clear governance structures, shared procedures and central functions are proposed.

Reaching more isolated or vulnerable people. Some older people are reluctant or distrustful. This requires sustained outreach, trusted community actors and the systematic reduction of practical, social and psychological barriers.

Difficulties in assessing and capturing changes through the measurement of loneliness. Investments are needed in shared indicators, practical tools and greater integration between research and practice.

Structural barriers such as mobility issues, financial constraints, digital exclusion or fragmentation of services limit participation. Both individual support and structural measures (e.g. transport options, community centres, funding and cross-sector coordination) are required.

Platform Against Loneliness

Success factors or conditions or elements have contributed to initiatives achieving their objectives:

Cross-sector cooperation. Strategic collaboration between public authorities, NGOs, research institutions and communities from different fields (health, social services, education).

Solidarity-based governance of the platform between different types of entities.

Alignment with broader welfare policies.

Stable resources and staff development.

Continuous evaluation. Regular evaluation, feedback collection and clear metrics support promotion, continuous improvement and scaling decisions.

How these success factors could be transferred to other initiatives or future implementations

Strong governance and multi-level partnerships.

Institutional funding. It is essential to allocate resources for this type of systemic macro-level initiative and the coordination of such diverse actors.

Clear coordination functions

Integration with municipal structures

Standardised co-creation methods adaptable to different demographics and regions.

Flexibility and sensitivity to context. Transferability depends on the ability to adapt models to cultural, linguistic and infrastructural realities.

Continuous evaluation. Addressing the lack of longitudinal data on loneliness could further strengthen evidence-based policy-making.

Facilitators for achieving objectives

Political support and institutional backing.

Access to data for evidence-based planning.

Interconnection with participatory regional structures that involve citizens.

Accessible public spaces free from consumption.

Professional coordination teams that support volunteers and collaborators.

Hybrid formats that combine digital and face-to-face interaction.

Possible limitations and solutions to overcome them

Short-term or project-based funding. These approaches limit the sustainability of successful initiatives beyond initial implementation. It is proposed to promote multi-year funding models.

Reaching people who experience intense or persistent loneliness. These groups tend not to interact with existing services. Proactive outreach strategies or close coordination with primary care professionals are proposed.

Stigma of loneliness. Many affected people hesitate to seek support. Public awareness campaigns, a positive approach to social connection, and narratives that normalise the issue are proposed.

Unequal access to adequate social spaces. This is especially true in rural areas. Proposals include collaborating and activating underutilised infrastructure, offering mobile or temporary formats, and providing alcohol-free environments.

Digital exclusion. Hybrid models, support for digital literacy and assisted access through intermediaries are proposed.

Fingal Age Friendly Strategy

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

A participatory and bottom-up approach, based on extensive public consultation.

Identification of barriers from the perspective of citizens. This approach places the population as experts in their own experience, allowing them to detect problems that often do not emerge from an institutional perspective.

Strong governance through an intersectoral group with clear institutional leadership.

Explicit political commitment, reinforced by the official launch of the 2026-2030 strategy.

Inclusion of programme ambassadors, who boost the programme's public visibility and act as a bridge between the initiative and the community. These individuals help raise awareness and build trust by conveying the project's values in a relatable and credible manner.

Use of plain language, which ensures that programme information is clear, accessible and understandable to all.

How these success factors could be transferred to other initiatives or future implementations

Reproduce broad participatory processes, with processes that include diversity and reach the most isolated.

Build a stable multisectoral alliance that brings together key decision-makers and allows for the sustained coordination of policies, resources and actions.

Adopt a clear thematic framework, structured around areas that reflect people's subjective experience (health, accessibility, participation, etc.).

Integrate specific actions to address loneliness.

Include public communication tools, such as ambassadors, accessible materials and an active presence in the media, increasing the visibility of the strategy and its impact.

Facilitators for achieving the objectives

High institutional commitment.

Clear and stable organisational framework, with coordinating bodies responsible for continuous monitoring and evaluation.

Availability of data and previous analyses, resulting from the initial diagnostic work carried out with the elderly population, which provides a solid basis for defining targeted actions.

Exchange with other practices and regions of evidence-based models.

Possible limitations and solutions to overcome them

Attracting people to consultation processes, especially those who are most isolated or belong to minorities. It is proposed to develop good outreach strategies or diversify spaces for participation.

Stigma of loneliness. It is proposed to develop sensitive and non-stigmatising approaches; train staff in empathic communication; use indirect or guided interview techniques to facilitate openness among participants.

Invisibility of the most isolated older people. It is proposed to implement proactive detection and intervention programmes.

Complex cross-sector coordination. It is proposed to maintain stable governance mechanisms, regular meetings, annual implementation plans and periodic evaluations.

More Together

Success factors or conditions or elements that have contributed to the initiatives achieving their objectives:

Staff and volunteer training

Structural clarity and clarity of roles, responsibilities and forms of collaboration.

Collective impact model that defines a shared agenda, common indicators, and a coordinating function.

Integration of evaluation into design. Use of systematic monitoring, impact measurement and evaluation of interventions as part of its line of research.

Reduction of barriers to participation: Integrates community navigation and person-centred support into its activities.

How these success factors could be transferred to other initiatives or future implementations

Establishment of a shared collaboration model, with defined objectives, shared measurements and indicators, coordinated activities, continuous communication, and a central function that ensures coordination and strategic support.

Coordinating resources from a place-based approach.

Develop training programmes for frontline staff and volunteers, focusing on relational skills, detecting loneliness and adapting to needs.

Investment in shared data systems and indicators to document outputs and outcomes.

Facilitators for achieving objectives

Political and institutional support, as a basis for ensuring long-term stability and funding.

Access to different resources within the framework of the cross-sectoral alliance.

Coordinating role responsible for facilitation, data management and monitoring.

Access to simple and adaptable tools that facilitate implementation. The combination of shared tools, clear procedures and continuous learning strengthens consistent implementation and promotes continuous improvement.

Potential limitations and solutions to overcome them

Diversity in organisational capacity, prioritisation and professional culture, such as data systems or work routines, can slow down implementation or lead to uneven monitoring. Clear governance structures, shared procedures and central functions are proposed.

Difficulty reaching the most isolated or vulnerable people due to structural barriers. Sustained dissemination, trusted community actors and the systematic reduction of practical, social and psychological barriers are proposed.

Staff and volunteers. High volunteer turnover requires ongoing training, relationship building and supervision. Strengthened training frameworks, clear role descriptions and structured support are proposed.

Assessment capacity and data infrastructure vary by context. Measuring changes in loneliness is methodologically complex, and validated tools may not be suitable in frontline contexts. Fragmented data systems can also make it difficult to track results. Investments in shared indicators, practical tools, and greater integration between research and practice are proposed.

Structural barriers such as mobility issues, financial constraints, digital exclusion, and service fragmentation continue to limit participation. Addressing these through structural measures is proposed.

Guiding questions for reflection

This final section provides space for careful reflection on the elements or keys that may have contributed to the development and success of the practices collected within the KORALE project. The following fields are therefore provided for completion.

All contributions received will be integrated and developed into a final document that will be shared with the KORALE Steering Group and the KORALE consortium.

- Which three practices do you consider to be the most promising and why? At what level do you consider them to have an impact?
- What success factors, i.e. what conditions or elements, have contributed to the initiatives achieving their objectives? In which practices are they included?
- How could these success factors be transferred to other initiatives or future implementations?
- What facilitators could we find for the application of these success factors?
- What limitations exist, and how could they be addressed?