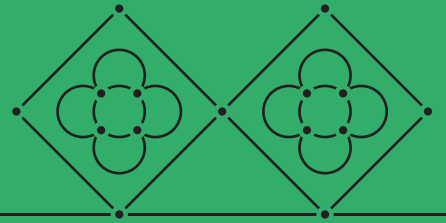
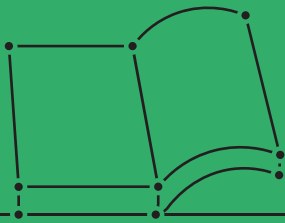
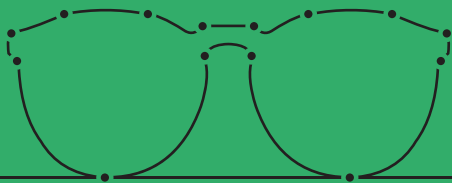


**BARCELONA
CONTRA
LA SOLEDAT**



**Action
Plan**

2020-2024



**Municipal strategy for
combatting loneliness
2020-2030**



Led and drawn up by:

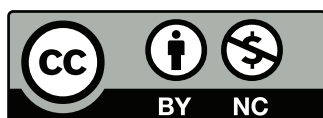
Area of Social Rights

Directorate of Services for Children, Young People and Older People

Councillor's Office for Children, Young People, Older People and People with Disabilities

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Barcelona, July 2021

Action Plan 2020-2024

Municipal Strategy for Combatting Loneliness 2020-2030

This document contains 71 initiatives, described as programmes or actions depending on time and content criteria. Together, they make up the first Action Plan (2020-2024) to develop and apply the 4 Core Strategies and 25 Objectives that constitute the structure of the Municipal Strategy for Combatting Loneliness 2020-2030.

This is a living, dynamic Action Plan designed to adapt to changing needs and new challenges relating to loneliness in Barcelona that emerge in the coming years.

The Municipal Strategy for Combatting Loneliness will continue to be rolled out beyond 2024 through a second Action Plan (2025-2030), which will focus on continuity, monitoring, improvement and expansion of the current document.

All of this is taking place in order to build a City Pact that can reduce loneliness in Barcelona.

MUNICIPAL STRATEGY FOR COMBATTING LONELINESS 2020-2030

CORE STRATEGIES AND OBJECTIVES

1. Raise awareness and generate knowledge of the impact of loneliness on the city and on the well-being of those who live here.

1.1 Lead communication campaigns and actions with a view to preventing, destigmatising and drawing attention to the problem of loneliness.

1.2 Advertise the services available for promoting emotional care and preventing and dealing with situations of loneliness, through the City Council and social entities, so that the information reaches the whole population.

1.3 Roll out mechanisms that contribute to decision-making on local policies to tackle the phenomenon of loneliness.

2. Deploy resources and services to prevent, detect and attend to situations of loneliness.

Objectives relating to prevention services that encourage the creation of satisfactory connections and relationships.

2.1 Drive measures to facilitate access to education, culture and leisure activities.

2.2 Promote resources and access to knowledge and skills in order to reduce the digital gap, and especially those aimed at older people and vulnerable groups.

2.3 Facilitate in-person interaction between people and between generations.

2.4 Develop a range of tools for personal use to tackle the emotional discomfort that loneliness can cause, with a special focus on times of transition in life.

Objectives relating to instruments to detect people experiencing loneliness.

2.5 Provide tools for professionals who are in contact with people to detect, prevent and intervene in cases of loneliness, especially with regard to intervention in life transition scenarios that involve a higher level of risk.

2.6 Promote networks of professional and community leaders for the prevention and detection of situations of loneliness.

Objectives relating to services to accompany and monitor people experiencing loneliness.

2.7 Strengthen the existing offering of services and programmes that tackle loneliness at all life stages.

2.8 Drive new actions and services to tackle loneliness, especially in times of transition in life and for the groups who suffer the most from loneliness.

2.9 Drive measures to care for carers.

2.10 Develop a technological offering (robotics, apps, etc.) that helps to tackle situations of loneliness at all life stages.

2.11 Start up a programme focusing on pets as a resource against loneliness, for all ages.

3. Restructure the city and its different areas to create community spaces to tackle situations of loneliness.

3.1 Transform and “green” the public space in order to recover areas for interaction and coexistence among the population and reduce loneliness.

3.2 Make the city accessible from a physical and communication perspective in order to encourage connection and social cohesion.

3.3 Strengthen the activity of care networks in detecting and reducing loneliness, thus helping to strengthen the rolling-out of care areas.

3.4 Promote new, alternative ways of sharing housing to deal with situations of loneliness.

3.5 Boost the role of local facilities as inclusive spaces for interaction, emotional support and care, incorporating the loneliness perspective.

3.6 Strengthen group support and mutual aid services, as well as activities that promote relationships and exchange on a community scale.

4. Adapt municipal organisation to the new challenges posed by loneliness.

Objectives relating to care for municipal staff.

4.1 Detect loneliness among municipal workers and implement measures to tackle it.

4.2 Establish organisational resilience mechanisms to deal with unforeseen situations that may cause loneliness among municipal staff.

Objectives relating to municipal staff’s work in connection with the public.

4.3 Review existing services and programmes to incorporate the anti-loneliness perspective.

4.4 Provide municipal professionals with the methodological tools and knowledge resources to integrate the loneliness perspective in their areas of responsibility.

4.5 Establish mechanisms for coordination and cross-departmental work among municipal areas and professionals in order to tackle the complex problem of loneliness together.

MUNICIPAL STRATEGY FOR COMBATTING LONELINESS 2020-2030

ACTION PLAN

CORE STRATEGY

1. Raise awareness and generate knowledge of the impact of loneliness on the city and on the well-being of those who live here.

OBJECTIVE 1.1

Lead communication campaigns and actions with a view to preventing, destigmatising and drawing attention to the problem of loneliness.

PROGRAMME:

Communication and awareness-raising campaign

Definition and creation of a city-wide campaign to destigmatise, raise awareness of and create debate around the issue of loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Communications Department

Planned annual budget: Pending

PROGRAMME:

"Barcelona Against Loneliness"

Launch of a regular digital newsletter on the Municipal Strategy for Combatting Loneliness, with examples of best practice, data, informative articles and other information.

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Communications Department / Digital Communication

Planned annual budget: €1,200.00

PROGRAMME:

"Barcelona Against Loneliness" microsite and subsequent expansion to make it a municipal website

Launch of a microsite within the Social Rights website (barcelona.cat/soledat) to give information on progress with the Strategy, outline the services and programmes that tackle loneliness, provide access to scientific and informative articles on loneliness, and share international experiences and best practice in tackling loneliness, among other content.

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Communications Department / Digital Communication / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

PROGRAMME:

"Singulars" ("Unique")

Loneliness prevention campaign aimed at teenagers and young people who go to work abroad temporarily, within the international mobility project COMPEUROPA 2020-2021, through TikTok and the hashtag #lasoledattambevadejoves

TARGET POPULATION: Teenagers and young people

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department / BCN Vocational Training Foundation

Planned annual budget: No specific budget

PROGRAMME:**“Guàrdia Urbana in Schools”**

Educational programme to provide a response to social issues and improve community life, as well as preventing risk behaviours. Programme in the education sphere to work with children and teenagers of all ages on:

- Knowledge of, links with and care for those around us
- Improving community life and interpersonal relations to strengthen social cohesion
- Prevention of risk behaviours

TARGET POPULATION: Children, teenagers and young people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area for Prevention, Security and Safety – Guàrdia Urbana city police / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

PROGRAMME:**“Why Violence?” in schools**

Introduction of the loneliness perspective into the educational programme to raise awareness of everyday violence in order to encourage secondary pupils to take part in collaborative creation and artistic expression processes, with a view to generating discourse and action that support a culture of non-violence in their surroundings. The proposal is for pupils to develop creative solutions to problems relating to situations of micro-violence through various artistic formats. (In-person activities in schools temporarily halted due to review of the programme with districts)

TARGET POPULATION: Teenagers and young people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area for Prevention, Security and Safety / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

ACTION:**Montserrat Roig Awards for Journalism and Social Communication in Barcelona 2020**

The 2020 edition incorporated the call for entries relating to: “Loneliness in childhood, adolescence, adulthood and later life”, within the category “Promotion of research in the field of social welfare in Barcelona”

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2021

AGENTS INVOLVED: Department of Social Participation / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

ACTION:**Support for the dissemination of intellectual production pieces or other informative products on loneliness, in which municipal staff participate**

Presentation of the book “15 Perspectives of Loneliness”, by its co-author Núria Hernández (municipal worker), in an event organised as part of the Municipal Strategy for Combatting Loneliness.

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Municipal Manager’s Office

Planned annual budget: €5,300.00

ACTION:**Tool for loneliness self-evaluation and diagnosis**

Development of a self-diagnostic tool in simulator format on the website www.barcelona.cat/soledat that suggests municipal services and programmes to people who feel lonely.

TARGET POPULATION: All citizens

Start date: 2022 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Communications Department / Digital Communication

Planned annual budget: Pending

OBJECTIVE 1.2

Advertise the services available for promoting emotional care and preventing and dealing with situations of loneliness, through the City Council and social entities, so that the information reaches the whole population

PROGRAMME:

Advertisement of municipal programmes and services to combat loneliness

Actions to advertise existing programmes and new services aimed at combating loneliness

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Communications Department / Digital Communication

Planned annual budget: Pending

PROGRAMME:

Advertisement of the Municipal Strategy for Combatting Loneliness during visits to the Espai Bombers – Fire Prevention, Extinction and Rescues Service (fire service visitor centre)

Information and word-of-mouth communication to raise awareness of the existence of the Municipal Strategy for Combatting Loneliness during visits to the Espai Bombers – FPERS

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area for Prevention, Security and Safety – FPERS / Directorate of Services for Children, Young People and Older People

Planned annual budget:
No specific budget

ACTION:

Tackling Loneliness at FiraGran: Older People's Fair of Catalonia

Advertisement of municipal services and programmes relating to older people and loneliness, through a dedicated stand and participation in the themed professional conferences at the Fair

TARGET POPULATION: Older people

Start date: 2020 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / FiraGran Foundation

Planned annual budget: €36,000.00

OBJECTIVE 1.3

Roll out mechanisms that contribute to decision-making on local policies to tackle the phenomenon of loneliness

PROGRAMME

Barcelona Loneliness Observatory

Creation and promotion of the Barcelona Loneliness Observatory, aimed at condensing knowledge, supporting research and acting as a tool for planning, evaluation and information relating to loneliness on the microsite www.barcelona.cat/soledat

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Communications Department / Digital Communication

Planned annual budget: €14,718.92

PROGRAMME

Intellectual and informative production on loneliness by members of the Scientific Advisory Council to Combat Loneliness (CACS, in Catalan)

Academic and informative articles on loneliness, from the perspective of different social disciplines and in different formats.

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / CACS

Planned annual budget: €10,890.00

PROGRAMME

Promotion of exchange of knowledge and best practice regarding loneliness in the districts

Creation of fact sheets with quantitative and qualitative information from each district relating to programmes and services for combatting loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Districts

Planned annual budget: €3,915.56

PROGRAMME**International Conference on Loneliness**

Conference to exchange knowledge with other cities in order to deal with loneliness on an international scale through the institutional, academic, technical and social/civic spheres

TARGET POPULATION: All citizens

Start date: 2022 / End date: 2022

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / International Relations Department

Planned annual budget: €150,000.00

PROGRAMME**Gathering of data to examine and analyse loneliness in the city of Barcelona**

Gradual incorporation of questions and indicators into municipal surveys to form an up-to-date overview of what is happening in Barcelona in terms of loneliness. Use of the UCLA scale.

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Municipal Data Office (OMD) / Research and Knowledge Department / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

PROGRAMME**Children speak: the subjective well-being of children in Barcelona**

Programme examining children's well-being in the city from their own perspective and with them at the centre, with questions incorporated to examine and reflect on loneliness during childhood

TARGET POPULATION: Children

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Children / Barcelona Institute of Childhood and Adolescence

Planned annual budget: €70,000.00

PROGRAMME**Analysis of loneliness among people with disabilities**

Production of academic and informative articles relating to isolation and loneliness specifically among people with disabilities

TARGET POPULATION: All citizens
/ People with disabilities

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Municipal Institute for People with Disabilities (IMPD) / COCEMFE-UOC Chair in Personal Autonomy and Digital Health / Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,150.00

PROGRAMME**Creation of stable collaborations with universities and other research centres**

Creation and constant expansion of collaborations with universities and research centres, in order to collect data and knowledge on how loneliness affects people throughout their life and on what action can be taken to prevent and tackle it

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Universities and other research centres

Planned annual budget: No specific budget

ACTION**"Look closely: loneliness affects young people, too"**

Professional conference to raise awareness among professionals from youth facilities and services regarding how to tackle loneliness.

TARGET POPULATION: Teenagers and young people

Start date: 2020 / End date: 2020

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department

Planned annual budget: €17,242.50

ACTION**Barcelona Against Loneliness through a child's eyes: "What does loneliness mean to you?"**

Co-creation workshops on loneliness in childhood, to find out how children experience loneliness.

TARGET POPULATION: Children and families

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Children

Planned annual budget: €17,787.00

2. Deploy resources and services to prevent, detect and attend to situations of loneliness

Objectives relating to prevention services that encourage the creation of satisfactory connections and relationships

(2.1 – 2.2 – 2.3 – 2.4)

OBJECTIVE 2.1

Drive measures to facilitate access to education, culture and leisure activities

PROGRAMME

Promotion of voluntary educational leisure activities among children and teenagers

TARGET POPULATION: Children, teenagers and young people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department
Planned annual budget: Pending

ACTION

Design and creation of a game to combat children's loneliness within families

Development of a family game that helps to reduce loneliness among children

TARGET POPULATION: Children and families

Start date: 2021 / End date: 2022

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Children

Planned annual budget: €17,787.00

ACTION

Primary school itinerary on loneliness

Work guide for primary schools based on the concept of loneliness, complemented by artistic tools that go beyond school

TARGET POPULATION: Children

Start date: 2022 / End date: 2023

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Children / Barcelona Municipal Institute of Markets / Spanish Association Against Cancer – Barcelona Board / Viu el Teatre Cultural Association

Planned annual budget: Pending

ACTION

Children's Rights Film Season

Under the slogan "In Barcelona, children are never alone", the Children's Rights Film Season brings the Convention on the Rights of the Child closer to the city's children, teenagers and families. This proposal aims to encourage reflection and awareness-raising around the fact that, for various reasons, children can also go through situations of loneliness.

TARGET POPULATION: Children, teenagers and families

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Children

Planned annual budget: €55,660.00

ACTION

"La Gran Pantalla": Barcelona International Older People's Film Festival

Annual film season focusing on older people, with specific round tables and debates on themes that affect this group. Loneliness among older people was the central theme of the 2020 edition.

TARGET POPULATION: Older people

Start date: 2020 / End date: 2020

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / El Parlante

Planned annual budget: €35,000.00

OBJECTIVE 2.2

Promote resources and access to knowledge and skills in order to reduce the digital gap, and especially those aimed at older people and vulnerable groups

PROGRAMME

Digital skills acquisition in libraries

Training activities in the libraries of Barcelona, to reduce the digital gap and facilitate social ties.

TARGET POPULATION: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Barcelona Activa / Cibernàrium / Libraries Consortium / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

PROGRAMME

Digital skills acquisition in municipal centres and spaces for older people

Training activities in centres for older people, to reduce the digital gap and facilitate social ties.

Target population: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People

Planned annual budget: €30,000.00

PROGRAMME

Virtual workshops and classes in computer rooms for older people, focusing on personal growth

In-person and online courses so that people aged over 60 can follow live activities for their personal growth from their own home.

TARGET POPULATION: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / "La Caixa" Foundation

Planned annual budget: No specific budget

PROGRAMME

Provision of tablets for municipal older people's homes and centres

Reduction of isolation and loneliness among older people at municipal facilities, through new technologies

TARGET POPULATION: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / Department for the Care of Older People

Planned annual budget: €150,000.00

OBJECTIVE 2.3

Facilitate in-person interaction between people and between generations

PROGRAMME

“Let’s rewrite old age”

Educational activities, resources and tools that draw attention to ageing without resorting to stereotypes and empower young people as agents of societal transformation. One of the modules in the guide deals with loneliness.

TARGET POPULATION: Older people / teenagers

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / Amics de la Gent Gran

Planned annual budget: €9,000.00

OBJECTIVE 2.4

Develop a range of tools for personal use to tackle the emotional discomfort that loneliness can cause, with a special focus on times of transition in life

PROGRAMME

Cabàs Emocional

A website containing free activities and resources for the following purposes:

- Support citizens in the process of caring for their emotional well-being.
- Improve personal skills when facing difficulties in life and day to day.
- Recognise the most common mental illnesses and develop self-care strategies and practices.
- Provide the knowledge needed to help loved ones who are in crisis or a situation of particular emotional difficulty.
- Facilitate access to support resources for emotional well-being for everyone.

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Ageing and Care / Directorate of Services for Children, Young People and Older People

Planned annual budget: €60,000.00

PROGRAMME

Detection and notification of cases of loneliness during fire service interventions

Fire service interventions that detect social or psychological risk of loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area for Prevention, Security and Safety – Fire Prevention, Extinction and Rescue Service (FPERS) / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

PROGRAMME**Introduction of the loneliness perspective into neighbourhood policing**

New work model for the Guàrdia Urbana city police, aiming to get to know the entities, facilities and neighbours in each neighbourhood to foresee problems and detect them early, with a focus on detection and intervention in various conflicts and in cases of loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area of Prevention, Safety and Security / Guàrdia Urbana / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

PROGRAMME**“Older people: we want you to be safe”**

Reduction of traffic accidents affecting people aged over 65 (pedestrians or passengers on public transport). Introduction of the loneliness perspective to detect cases of loneliness during sessions.

TARGET POPULATION: Older people

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / Guàrdia Urbana / Transports Metropolitans de Barcelona

Planned annual budget: Pending

PROGRAMME**Antenes Veïnals**

Definition of basis and possible work areas with neighbourhood communities for proper communication around the themes of prevention, safety and reduction of loneliness.

TARGET POPULATION: All citizens

Start date: 2022 / End date: 2024

AGENTS INVOLVED: Area of Prevention, Safety and Security / FPERS / Guàrdia Urbana / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

Objectives relating to instruments to detect people experiencing loneliness

(2.5 – 2.6)

OBJECTIVE 2.5

Provide tools for professionals who are in contact with people to detect, prevent and intervene in cases of loneliness, especially with regard to intervention in life transition scenarios that involve a higher level of risk

PROGRAMME**Skills acquisition for teachers in post-compulsory education regarding loneliness**

Specific training so that teaching staff in post-compulsory education can detect possible cases of loneliness and maintain their ability to create bonds with and between students (bonds that normally get lost after compulsory primary education)

TARGET POPULATION: Teenagers and young people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Barcelona Education Consortium (CEB) / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

PROGRAMME**Training about loneliness for the fire service - FPERS**

Training for the professionals who give talks at the Espai Bombers, to provide them with the material they need to raise awareness of loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area for Prevention, Security and Safety / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

PROGRAMME

Inclusion of the loneliness perspective in procurement of care services

Contract clauses that include the loneliness perspective, with training for professionals in services and programmes

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Manager's Office for the Area for Social Rights, Global Justice, Feminism and LGBTI / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

PROGRAMME

"Why Violence" in children's centres

Incorporation of the loneliness perspective into the pilot project for the creation of a prototype toolbox for implementing activities to test the artistic methodology in the prevention of violence among young people at children's activity centres. (In-person activities in children's and young people's activity centres halted due to review of the programme with districts)

TARGET POPULATION: Children and teenagers

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Area of Prevention, Safety and Security / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

ACTION

Guide for the prevention, detection and monitoring of adolescents and young people in situations of loneliness

Creation of a guide for professionals who work with young people that incorporates the loneliness perspective in work with teenagers and young people

TARGET POPULATION: Teenagers, young people and professionals who work with teenagers and young people

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department / University of Girona

Planned annual budget: €8,498.47

ACTION

Report/guide on how to deal with loneliness when you have a disability

Strategic approach to tackle loneliness among people with disabilities to ensure that interventions are successful and helpful for this specific group

TARGET POPULATION: All citizens / People with disabilities

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Municipal Institute for People with Disabilities / COCEMFE / UOC / Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,150.00

OBJECTIVE 2.6

Promote networks of professional and community leaders for the prevention and detection of situations of loneliness

Objectives relating to services to accompany and monitor people experiencing loneliness

(2.7 – 2.8 – 2.9 – 2.10 – 2.11)

OBJECTIVE 2.7

Strengthen the existing offering of services and programmes that tackle loneliness at all life stages

PROGRAMME

Strengthening of mental and emotional health programmes

Promotion of and collaboration with programmes and actions that aim to improve the public's mental and emotional health

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Health Services Directorate / Directorate of Services for Children, Young People and Older People

Planned annual budget: €800,000.00

PROGRAMME

Strengthening of the Radars community action project

Promotion of the Radars project to mitigate the effects of loneliness and prevent risk situations among older people, so that it reaches more of the city's neighbourhoods

TARGET POPULATION: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Municipal Institute of Social Services / Directorate of Services for Children, Young People and Older People

Planned annual budget: €410,756.26

PROGRAMME

Strengthening of the VinclesBCN service

Promotion of and collaboration with the VinclesBCN service, which strengthens social links for older people who feel lonely, and improves their welfare through technology and the support of social revitalisation teams.

TARGET POPULATION: Older people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People

Planned annual budget: €2,163,768.63

OBJECTIVE 2.8

Drive new actions and services to tackle loneliness, especially in times of transition in life and for the groups who suffer the most from loneliness

PROGRAMME

New model of Home Care Services (SAD) for dependent people

Promotion of and collaboration with Home Care Services as an organised set of resources and actions aimed at people who, by reason of their age, disability or situation of dependency, have a limited ability to carry out basic daily tasks on their own or require permanent and remote assistance.

TARGET POPULATION:

Older people and dependent people

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Municipal Institute of Social Services / Directorate of Services for Children, Young People and Older People

Planned annual budget: €101,590,533.79

PROGRAMME

Inclusion of the loneliness perspective in City Council subsidies

Promotion of projects that help to reduce loneliness through an ordinary call for applications for subsidies

Target population: Children, teenagers and young people, adults and older people

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Areas and Manager's Offices that grant subsidies / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

OBJECTIVE 2.9

Drive measures to care for carers

PROGRAMME

Incorporation of services and actions from the Municipal Strategy for Combatting Loneliness in the Barcelona Cuida space

Promotion of and collaboration with the Barcelona Cuida space. Espai Cures: programme offering information and guidance for carers.

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Ageing and Care / Directorate of Services for Children, Young People and Older People

Planned annual budget: €322,776.32

OBJECTIVE 2.10

Develop a technological offering (robotics, apps, etc.) that helps to tackle situations of loneliness at all life stages

PROGRAMME

Launch of the Vincles+ service

Expansion of the VinclesBCN service, making it Vincles+: a hub of services and proposals designed to reduce loneliness and strengthen older people's relationships

TARGET POPULATION: Older people

Start date: 2020 / End date: 2021

AGENTS INVOLVED: Directorate of Social Innovation / Directorate of the Promotion of Older People / Directorate of Services for Children, Young People and Older People

Planned annual budget: €150,000.00

PROGRAMME

Smart Robot Assistant (ARI in Catalan)

Trial and distribution of the Smart Robot Assistant to the homes of older people who live alone

TARGET POPULATION: Older people

Start date: 2021 / End date: 2022

AGENTS INVOLVED: Directorate of Social Innovation / Directorate of the Promotion of Older People / Directorate of Services for Children, Young People and Older People / Mobile World Capital Barcelona Foundation

Planned annual budget: Pending

ACTION

First Rector Gabriel Ferraté Award: "How can technology help people who feel lonely?"

Collaboration with universities to develop technological applications that help to reduce loneliness

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Open University of Catalonia (UOC) / Polytechnic University of Catalonia (UPC)

€4,000.00

OBJECTIVE 2.11

Start up a programme focusing on pets as a resource against loneliness, for all ages

PROGRAMME

Seasonal programme to promote the adoption of rescue cats, aimed at users of the VinclesBCN service.

Seasonal campaign to promote the adoption of rescue cats, especially by older people who live alone

TARGET POPULATION: Older people

Start date: 2020 / End date: 2020

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department of Animal Management and Protection / Department for the Promotion of Older People

Planned annual budget: €6,037.66

PROGRAMME

Permanent pet adoption campaign

Creation of a web platform, linked to the VinclesBCN and Vincles+ services, to promote the adoption of rescue animals, especially by older people who live alone

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department of Animal Management and Protection / Department for the Promotion of Older People

Planned annual budget: €15,000.00

3. Restructure the city and its different areas to create community spaces to tackle situations of loneliness

OBJECTIVE 3.1

Transform and “green” the public space in order to recover areas for interaction and coexistence among the population and reduce loneliness

OBJECTIVE 3.2

Make the city accessible from a physical and communication perspective in order to encourage connection and social cohesion

PROGRAMME

Support for play in children’s play areas for children and accompanying adults with functional diversity

Pilot scheme with actions to guarantee opportunities for play for children with severe disabilities, encouraging interaction with other children and their families through free play outdoors. Promotion of community inclusion, ensuring children with different abilities directly and collectively benefit from playing.

TARGET POPULATION: Families with children or teenagers with a severe disability. Families where the adult has a disability that makes it difficult for them to carry out the task of accompanying their child independently.

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Municipal Institute for People with Disabilities / Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,029.00

ACTION

Presentation of the Barcelona Universal Accessibility Plan 2018-2026 – Diagnosis

Presentation of the data in the Universal Accessibility Plan, which includes a diagnosis of the situation, designs for solutions and planned measures to improve accessibility in the city of Barcelona

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Municipal Institute for People with Disabilities (IMPD) / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

ACTION

Diagnosis of accessibility in parks and play areas

Creation of a diagnosis of the accessibility of the parks and children’s play areas in the city of Barcelona

TARGET POPULATION: children and all citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Municipal Institute for People with Disabilities (IMPD) / Espai Urbà / Municipal Institute of Parks and Gardens / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

OBJECTIVE 3.3

Strengthen the activity of care networks in detecting and reducing loneliness, thus helping to strengthen the rolling-out of care areas

PROGRAMME

Vila Veïna

Improvements to the welfare and quality of life of people who require care and those who provide it, through better coordination of local and community services and resources, which leads to more efficiency and well-being. The project is inspired by the 15-minute city model and by a desire to create a "village" feel.

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2023

AGENTS INVOLVED: Foment de Ciutat / Directorate of Services for Children, Young People and Older People

Planned annual budget: €1,847,473.26

OBJECTIVE 3.4

Promote new, alternative ways of sharing housing to deal with situations of loneliness

PROGRAMME

Strengthening of the "Viure i Conviure" programme

The "Viure i Conviure" ("Live and Coexist") programme provides accommodation for students in the home of older people experiencing loneliness or who would like company

TARGET POPULATION: Older people and young people

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People / Roure Foundation

Planned annual budget: €30,000.00

OBJECTIVE 3.5

Boost the role of local facilities as inclusive spaces for interaction, emotional support and care, incorporating the loneliness perspective

PROGRAMME

Commitment from municipal older people's centres and other spaces to combat loneliness

Study and proposal of actions to incorporate the loneliness perspective in municipal old people's centres and other spaces

TARGET POPULATION: Older people

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Department for the Promotion of Older People

Planned annual budget: €5,808.00

PROGRAMME

New Community Reference Spaces

Three trial spaces in the districts of Sant Martí, Gràcia and Horta-Guinardó to improve emotional well-being, combat loneliness and situations of isolation through social ties, facilitate knowledge exchange and encourage micro-entrepreneurship in the community

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Community Action / Municipal Institute of Social Services / Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,029.00

PROGRAMME

"Fem Tribu" in the Aurora social and educational family space

Pilot scheme to encourage the creation of networks between families, within and outside the service and with a community dimension, in order to reduce the feeling of loneliness when raising children and boost knowledge of the district's and the city's different resources.

TARGET POPULATION: Families with children aged 0 to 3.

Start date: 2021 / End date: 2022

AGENTS INVOLVED: Department of Care for Families and Children / Directorate of Services for Children, Young People and Older People

Planned annual budget: €4,000.00

PROGRAMME

Expansion of networks of local facilities focusing on care for young people and families

Promote the growth of local facilities that assist teenagers, young people and families.

TARGET POPULATION: Teenagers, young people and families

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department

Planned annual budget: Pending

ACTION

New "Aquí t'escoltem" ("We listen to you here") point in the Eixample district

Service for young people aged between 12 and 20 that provides tools and resources to strengthen personal and social skills and to encourage personal growth, within the Service for Teenagers and Families (SAIF)

TARGET POPULATION: Teenagers, young people and families

Start date: 2021 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People / Youth Department

Planned annual budget: €65,790.00

OBJECTIVE 3.6

Strengthen group support and mutual aid services, as well as activities that promote relationships and exchange on a community scale

PROGRAMME

Promotion of volunteering to combat loneliness at all life stages

Development of projects and actions with participation from volunteers of all ages, as volunteering is an activity that can help to reduce the feeling of loneliness in the people who do it and in those who benefit from it.

TARGET POPULATION: All citizens

Start date: 2022 / End date: 2024

AGENTS INVOLVED: Catalan Social Volunteering Federation / Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

4. Adapt municipal organisation to the new challenges posed by loneliness

Objectives relating to care for municipal staff

OBJECTIVE 4.1

Detect loneliness among municipal workers and implement measures to tackle it

PROGRAMME

“Tracte personalitzat”

Programme to detect moments of loneliness and a system to support people who work at Barcelona City Council and to combat loneliness among them throughout their professional career

TARGET POPULATION: Young people and adults / Municipal workers

Start date: 2020 / End date: 2022

AGENTS INVOLVED: Manager’s Office for Personnel and Organisational Development / Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,147.58

OBJECTIVE 4.2

Establish organisational resilience mechanisms to deal with unforeseen situations that may cause loneliness among municipal staff

Objectives relating to municipal staff’s work in connection with the public

(2.7 – 2.8 – 2.9 – 2.10 – 2.11)

OBJECTIVE 4.3

Review existing services and programmes to incorporate the anti-loneliness perspective

ACTION

Mapping of projects, programmes and services that aim to reduce loneliness

Mapping of the municipal services and programmes in the city that combat loneliness

TARGET POPULATION: All citizens

Start date: 2020 / End date: 2021

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People

Planned annual budget: €18,029.00

ACTION

Creation of a directory of social entities that aim to reduce loneliness in Barcelona

Directory of social entities and the projects they are developing to reduce loneliness in the city

TARGET POPULATION: All citizens

Start date: 2021 / End date: 2022

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People

Planned annual budget: €11,374.00

OBJECTIVE 4.4

Provide municipal professionals with the methodological tools and knowledge resources to integrate the loneliness perspective in their areas of responsibility

ACTION

Training of professionals in the Area of Social Rights

Training modules on loneliness for municipal staff and external professionals

TARGET POPULATION: Municipal staff and external professionals who work in the Area

Start date: 2021 / End date: 2024

AGENTS INVOLVED: Manager's Office for the Area of Social Rights, Global Justice, Feminism and LGBTI / Department of Planning and Processes / Directorate of Services for Children, Young People and Older People

Planned annual budget: Pending

OBJECTIVE 4.5

Establish mechanisms for coordination and cross-departmental work among municipal areas and professionals in order to tackle the complex problem of loneliness together

PROGRAMME

Internal support for the inclusion of the loneliness perspective in actions, plans and projects

Support for the departments, directorates and areas that have committed to reviewing their actions, plans and projects in order to incorporate the loneliness perspective, through a Technical Secretariat service accountable to the coordinators of the Municipal Strategy for Combatting Loneliness

TARGET POPULATION: All citizens and all ages

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People

Planned annual budget: €46,502.75

PROGRAMME

Groups to monitor projects relating to loneliness

Creation of specific working groups to launch and monitor projects or actions that help to reduce loneliness as part of the Strategy

TARGET POPULATION: All citizens and all ages

Start date: 2020 / End date: 2024

AGENTS INVOLVED: Directorate of Services for Children, Young People and Older People

Planned annual budget: No specific budget

Other related plans and documents

The Municipal Strategy for Combatting Loneliness 2020-2030 is also complemented by other municipal government plans, strategies and measures that help to reduce loneliness more indirectly:

- Barcelona Cuida (“Barcelona Cares”). A space for training and guidance
- Government Measure on Social Innovation 2021-2023
- Government Measure to Guarantee and Improve the Influence of Grassroots Educational Associations in the City 2018
- Universal Accessibility Plan
- Childhood Plan 2021-2030
- Play in Public Spaces Plan 2019-2030
- Barcelona Mental Health Plan 2016-2022.
- Inclusive Digital Skills Acquisition Plan to Mitigate the Consequences of the Covid-19 Crisis
- Barcelona 2020 Emergency Plan for e-Inclusion
- Urban Resilience

MUNICIPAL STRATEGY FOR COMBATTING LONELINESS 2020-2030

ACTION PLAN SCHEDULE 2020-2024

1. Raise awareness and generate knowledge of the impact of loneliness on the city and on the well-being of those who live here

OBJECTIVE 1.1

Lead communication campaigns and actions with a view to preventing, destigmatising and drawing attention to the problem of loneliness.

PROGRAMMES	2020	2021	2022	2023	2024
Communication and awareness-raising campaign					
"Barcelona Against Loneliness"					
"Barcelona Against Loneliness" microsite and subsequent expansion to make it a municipal website					
"Singulars" ("Unique")					
"Guàrdia Urbana in Schools"					
"Why Violence?" in schools					
ACTIONS					
Montserrat Roig Awards for Journalism and Social Communication in Barcelona 2020					
Support for the dissemination of intellectual production pieces or other informative products on loneliness, in which municipal staff participate					
Tool for loneliness self-evaluation and diagnosis					

OBJECTIVE 1.2

Advertise the services available for promoting emotional care and preventing and dealing with situations of loneliness, through the City Council and social entities, so that the information reaches the whole population

PROGRAMMES	2020	2021	2022	2023	2024
Advertisement of municipal programmes and services to combat loneliness					
Advertisement of the Municipal Strategy for Combatting Loneliness during visits to the Espai Bombers – FPERS (fire service visitor centre)					
ACTIONS					
Tackling Loneliness at FiraGran: Older People's Fair of Catalonia					

OBJECTIVE 2.2

Promote resources and access to knowledge and skills in order to reduce the digital gap, and especially those aimed at older people and vulnerable groups

PROGRAMMES	2020	2021	2022	2023	2024
Digital skills acquisition in libraries					
Digital skills acquisition in municipal centres and spaces for older people					
Virtual workshops and classes in computer rooms for older people, focusing on personal growth					
Provision of tablets for municipal older people's homes and centres					

OBJECTIVE 2.3

Facilitate in-person interaction between people and between generations

PROGRAMMES	2020	2021	2022	2023	2024
"Let's rewrite old age"					

OBJECTIVE 2.4

Develop a range of tools for personal use to tackle the emotional discomfort that loneliness can cause, with a special focus on times of transition in life

PROGRAMMES	2020	2021	2022	2023	2024
Cabàs Emocional					
Detection and notification of cases of loneliness during fire service interventions					
Introduction of the loneliness perspective into neighbourhood policing					
"Older people: we want you to be safe"					
Antenes Veïnals					

Objectives relating to instruments to detect people experiencing loneliness:

OBJECTIVE 2.5

Provide tools for professionals who are in contact with people to detect, prevent and intervene in cases of loneliness, especially with regard to intervention in life transition scenarios that involve a higher level of risk

PROGRAMMES	2020	2021	2022	2023	2024
Skills acquisition for teachers in post-compulsory education regarding loneliness					
Training about loneliness for the fire service – FPERS					
Inclusion of the loneliness perspective in procurement of care services					
"Why Violence" in children's centres					

PROGRAMMES	2020	2021	2022	2023	2024
Guide for the prevention, detection and monitoring of adolescents and young people in situations of loneliness		■			
Report/guide on how to deal with loneliness when you have a disability		■			

OBJECTIVE 2.6

Promote networks of professional and community leaders for the prevention and detection of situations of loneliness

Objectives relating to services to accompany and monitor people experiencing loneliness:

OBJECTIVE 2.7

Strengthen the existing offering of services and programmes that tackle loneliness at all life stages

PROGRAMMES	2020	2021	2022	2023	2024
Strengthening of mental and emotional health programmes		■	■	■	■
Strengthening of the Radars community action project		■	■	■	■
Strengthening of the VinclesBCN service		■	■	■	■

OBJECTIVE 2.8

Drive new actions and services to tackle loneliness, especially in times of transition in life and for the groups who suffer the most from loneliness

PROGRAMMES	2020	2021	2022	2023	2024
New model of Home Care Services (SAD) for dependent people		■	■	■	■
Inclusion of the loneliness perspective in City Council subsidies	■	■	■	■	■

OBJECTIVE 2.9

Drive measures to care for carers

PROGRAMMES	2020	2021	2022	2023	2024
Incorporation of services and actions from the Municipal Strategy for Combatting Loneliness in the Barcelona Cuida space		■	■	■	■

OBJECTIVE 2.10

Develop a technological offering (robotics, apps, etc.) that helps to tackle situations of loneliness at all life stages

PROGRAMMES	2020	2021	2022	2023	2024
Launch of the Vincles+ service	■	■	■	■	■
Smart Robot Assistant (ARI in Catalan)		■	■	■	■

ACTIONS

First Rector Gabriel Ferraté Award: "How can technology help people who feel lonely?"



OBJECTIVE 2.11

Start up a programme focusing on pets as a resource against loneliness, for all ages

PROGRAMMES

2020

2021

2022

2023

2024

Seasonal programme to promote the adoption of rescue cats, aimed at users of the VinclesBCN service.



Permanent pet adoption campaign



3 Restructure the city and its different areas to create community spaces to tackle situations of loneliness

OBJECTIVE 3.1

Transform and "green" the public space in order to recover areas for interaction and coexistence among the population and reduce loneliness

PROGRAMMES

2020

2021

2022

2023

2024

Support for play in children's play areas for children and accompanying adults with functional diversity



OBJECTIVE 3.2

Make the city accessible from a physical and communication perspective in order to encourage connection and social cohesion

ACTIONS

Presentation of the Barcelona Universal Accessibility Plan 2018-2026 – Diagnosis



Diagnosis of accessibility in parks and play areas



OBJECTIVE 3.3

Strengthen the activity of care networks in detecting and reducing loneliness, thus helping to strengthen the rolling-out of care areas

PROGRAMMES

2020

2021

2022

2023

2024

Vila Veïna



OBJECTIVE 3.4

Promote new, alternative ways of sharing housing to deal with situations of loneliness

PROGRAMMES	2020	2021	2022	2023	2024
Strengthening of the "Viure i Convivre" programme					

OBJECTIVE 3.5

Boost the role of local facilities as inclusive spaces for interaction, emotional support and care, incorporating the loneliness perspective

PROGRAMMES	2020	2021	2022	2023	2024
Commitment from municipal older people's centres and other spaces to combat loneliness					
New Community Reference Spaces					
"Fem Tribu" in the Aurora social and educational family space					
Expansion of networks of local facilities focusing on care for young people and families					
ACTIONS					
New "Aquí t'escoltem" ("We listen to you here") point in the Eixample district					

OBJECTIVE 3.6

Strengthen group support and mutual aid services, as well as activities that promote relationships and exchange on a community scale

PROGRAMMES	2020	2021	2022	2023	2024
Promotion of volunteering to combat loneliness at all life stages					

4. Adapt municipal organisation to the new challenges posed by loneliness

Objectives relating to care for municipal staff:

OBJECTIVE 4.1

Detect loneliness among municipal workers and implement measures to tackle it

PROGRAMMES	2020	2021	2022	2023	2024
"Tracte personalitzat"					

OBJECTIVE 4.2

Establish organisational resilience mechanisms to deal with unforeseen situations that may cause loneliness among municipal staff

Objectives relating to municipal staff's work in connection with the public:

OBJECTIVE 4.3

Review existing services and programmes to incorporate the anti-loneliness perspective

ACTIONS	2020	2021	2022	2023	2024
Mapping of projects, programmes and services that aim to reduce loneliness	[Progress bar from 2020 to 2022]				
Creation of a directory of social entities that aim to reduce loneliness in Barcelona	[Progress bar from 2021 to 2023]				

OBJECTIVE 4.4

Provide municipal professionals with the methodological tools and knowledge resources to integrate the loneliness perspective in their areas of responsibility

ACTIONS	2020	2021	2022	2023	2024
Training of professionals in the Area of Social Rights	[Progress bar from 2022 to 2024]				

OBJECTIVE 4.5

Establish mechanisms for coordination and cross-departmental work among municipal areas and professionals in order to tackle the complex problem of loneliness together

PROGRAMMES	2020	2021	2022	2023	2024
Internal support for the inclusion of the loneliness perspective in actions, plans and projects	[Progress bar from 2020 to 2024]				
Ad hoc groups to monitor projects relating to loneliness	[Progress bar from 2020 to 2024]				



**Ajuntament
de Barcelona**