

***RADAR Project: tackling unwanted loneliness***

<b><u>Organisation(s):</u></b>	Santa Casa da Misericordia de Lisboa	
<b><u>Country:</u></b>	Portugal	
<b><u>Contact:</u></b>	<a href="mailto:policy@esn-eu.org">policy@esn-eu.org</a>	
<b><u>Theme:</u></b> Choose at least one option	<input checked="" type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input checked="" type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input checked="" type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input checked="" type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input type="checkbox"/> Person-Centred Care <input type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Management & Planning <input type="checkbox"/> Other, please specify:
<b><u>Principles of the European Pillar of Social Rights:</u></b> Check the 20 principles <a href="#">here</a> .	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input checked="" type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to the homeless <input type="checkbox"/> 20. Access to essential services
<b><u>Current status of the practice:</u></b>	<input type="checkbox"/> Concept and Design Phase <input type="checkbox"/> Testing or pilot phase <input type="checkbox"/> Temporary practice that has terminated <input type="checkbox"/> Temporary practice that is ongoing and has a termination date <input checked="" type="checkbox"/> Established and ongoing practice <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
<b><u>Summary:</u></b> Please summarise the practice in maximum 3 sentences. This	Through a collaborative partnership involving 31 organisations, led by Santa Casa da Misericordia de Lisboa and Lisbon City Council, the project develops local micro-networks, networks and residential neighbourhoods known as Community RADARS that are more supportive, communicative, and attentive to the needs of the population aged 65 and over. By addressing the issues of isolation and unwanted loneliness from a community	

<i>will be the disclaimer of your project on our website.</i>	perspective, RADAR acts preventively to find the most appropriate responses to each need, especially among the most vulnerable.
<b><u>Context/ Social issues addressed</u></b> <i>Please explain the problem you attempt to solve with your practice.</i>	The RADAR Project tackles the issue of social isolation and unwanted loneliness among older people in Lisbon, particularly those aged 65 and over.
<b><u>Objectives:</u></b> <i>Please provide a maximum of three objectives in bullet points.</i>	<ol style="list-style-type: none"> <li>1. To identify individuals experiencing isolation and unwanted loneliness, understand their needs, capacities, preferences, and expectations, and mobilise existing local resources across various social domains - health, culture, physical activity, etc.</li> <li>2. To enhance the involvement and participation of these individuals in local social dynamics and ultimately foster meaningful contexts that support ageing in place</li> </ol>
<b><u>Activities:</u></b> <i>Please describe the activities put in place to achieve the objectives (maximum 300 words).</i>	<p>The project's strategy involves attracting community-based RADARs, composed of diverse members of the community - social solidarity companies, neighbourhood organizations, associations, local businesses, neighbours, and volunteers. These RADARs operate on a simple principle of talking, listening, and caring. They serve as the city's "eyes and ears" to identify situations of social isolation and unwanted loneliness and activate local resources to meet identified needs. To foster inclusivity, several external actions are conducted to engage with the population. These include street actions for face-to-face contact with the 65+ population and community RADARs and promotion and awareness campaigns. Dynamic initiatives, such as "RADAR café meetings" and the "What would I change in my neighbourhood" action, encourage older people's participation. Furthermore, RADAR monitors all events in the city and contacts people aged 65+ who are part of the RADAR platform by telephone, encouraging their involvement in local social activities. This promotes active citizenship, empowerment, and local ageing. The digitalisation of these efforts contributes to social prescription, a non-medical, person-centred approach allowing health professionals to refer patients to services provided by social and community sectors. In summary, the RADAR project is deeply relevant to promoting inclusive communities by fostering supportive neighbourhoods, enhancing social connectivity, and empowering older people to participate actively in community life.</p> <p>The RADAR Project integrates information about its participants into a collaborative platform (SharePoint online). This information is shared among the focal points of partner organizations to ensure active participation in local activities and the activation of appropriate resources to improve their quality of life. Furthermore, this centralisation facilitates faster and more effective intersectoral and multidisciplinary responses, allowing for early detection of risk situations. Additionally, the platform enables structured and consistent monitoring and evaluation of the social impact of interventions.</p>
<b><u>Outcomes:</u></b> <i>Please explain what the results were/are so far and how you evaluated this.</i>	<p>The RADAR Project has measured its impact through qualitative and quantitative methods, revealing significant outcomes in multiple dimensions.</p> <p>1. Partner Satisfaction Survey (Employees and Leaders)</p> <p>In 2021, two years post-implementation, a satisfaction survey was conducted among RADAR Project partners, including organizational leaders and RADAR Platform users. This survey evaluated several components:</p> <ul style="list-style-type: none"> <li>• Integration of the Platform into daily work routines.</li> <li>• Satisfaction with the project's objectives and scope.</li> </ul>

- Satisfaction with the management and performance of the Platform.
- Platform performance during the COVID-19 pandemic.
- Satisfaction with training provided on the Platform.

The survey, conducted from December 29, 2020, to February 7, 2021, yielded 91 complete responses, representing 41.4% of the targeted population. The results indicated a high degree of satisfaction across all evaluated components, reflecting the successful integration and utility of the RADAR Platform in daily operations. The full evaluation report is accessible online.

## 2. Local Partner Satisfaction Survey (Community RADARS)

In 2022, a satisfaction survey targeting Community RADARS (local businesses and residents) was carried out. This survey aimed to assess:

- The perceived importance of the RADAR Project.
- The project's performance during the pandemic.
- Knowledge and use of communication channels with RADAR (e.g., RADAR Newsletter).
- Reasons for community RADARS to engage with the project.
- Strategies to enhance community RADARS' involvement.
- Satisfaction with participating in the RADAR Project.

The survey, which included a sample of 495 Community RADARS and a 15% response rate, was conducted online and through door-to-door methods between January 14 and May 30, 2022. The findings highlighted positive perceptions of the project's importance, pandemic performance, and communication and involvement satisfaction. The full report is available online.

## 3. Focal Point use and appropriation of the RADAR platform Survey

In 2023, 5 years after implementation, a survey was carried out with the focal points of the RADAR platform, who are representatives of the Project's partner entities with access to the RADAR platform, for territorial consultation, depending on their area of activity.

This survey aimed to assess:

- Integration of the Platform into daily work routines.
- Satisfaction with the project's objectives and scope.
- Satisfaction with the management and performance of the Platform.
- Platform performance during the COVID-19 pandemic.
- Satisfaction with training provided on the Platform.

The universe of this study was made up of professionals with focal point status on the RADAR Platform, a total of 340 at the time, and 144 responses to the survey were collected, which represents 42.4% of the total. The information was collected between August 3 and November 29, 2023. The evaluation of the platform is very positive, being considered fast, easy, intuitive and useful. It has streamlined communication between partner organizations and the processes of responding to the needs of the people integrated into the RADAR platform. The full report is available online.

## 4. Integration of the Project in the KORALE - Interreg Europe Consortium

KORALE is an Interreg Europe project, co-financed by the European Union. Launched in 2024 and running until 2028, a consortium of 6 countries has been set up: Spain, Portugal, Austria, Denmark, Ireland and Belgium, with the motto "Towards a community of practices and knowledge to prevent and combat loneliness through public policies". The

	<p>focus is on tackling situations of loneliness and social isolation among young people and the elderly in Europe by sharing good practices and multidisciplinary approaches.</p> <p>5. Quantitative Data Collected Internally (Dashboard)</p> <p>The RADAR Project utilizes Power BI software for internal data collection, analyzing key activity indicators from the SharePoint Platform. This data is compiled into a monthly dashboard shared with all major partners, facilitating the monitoring of partner engagement and identifying areas for improvement. Since its inception in 2019, the RADAR Project has partnered with 31 organizations and established a shared digital platform for 352 users. By November of 2024, the project had enrolled 39,540 individuals aged 65+ from Lisbon's 24 parishes and engaged 4,882 community RADARS, including local businesses and pharmacies. In 2024 alone, the project made 15,479 telephone calls to its supported population and organized 877 external actions. These activities included street interactions, promotional and awareness-raising events, and initiatives like "RADAR café gatherings" and "What would change in my neighbourhood" actions. The quantitative data demonstrates substantial engagement and outreach, indicating the project's effectiveness in combating isolation and promoting community participation among older people. Regular monitoring and sharing of these metrics ensure continuous improvement and adaptation to the community's needs.</p> <p>6. Conclusion</p> <p>The RADAR Project's impact is evident through high partner satisfaction, positive community engagement, and significant quantitative outcomes. These metrics illustrate the project's success in fostering inclusive, supportive environments for older people in Lisbon, highlighting its innovative and effective approach to collaborative practice and community-based ageing.</p>
<p><b><u>Links to supporting documents:</u></b> e.g. website or report of the practice</p>	<p><a href="https://lisboacomvida.scml.pt/projeto-radar/">https://lisboacomvida.scml.pt/projeto-radar/</a></p>
<p><b><u>Comments and tips</u></b> i.e. for people willing to use your Practice</p>	