

Breaking isolation

**BIJELO POLJE'S STRATEGY TO FIGHT SOCIAL
ISOLATION**

December 2025



URBACT



Co-funded by
the European Union
Interreg

ABOUT THIS STRATEGY

This strategy (Integrated Action Plan) has been produced by the municipality of Bijelo Polje through close cooperation with nine other European small and medium-sized cities, within the URBACT network called Breaking Isolation.

For about three years, the municipality of Bijelo Polje (Montenegro)

exchanged, learned and experimented with its fellow European cities about social isolation, until it was able to develop, by the end of 2025, its own strategy to fight isolation

The present document tells the short story of this European collaborative peer- to-peer learning journey and the concrete, tangible action plan of the municipality of Bijelo Polje.

As any strategy, the plan might evolve and change in the future, depending on opportunities, funding, political support, citizens' will, and other factors. It is therefore a guiding document, not a binding one.

For more info about the URBACT network of Breaking Isolation:
<https://urbact.eu/networks/breaking-isolation>

content

Bijelo Polje & social isolation	x
The Breaking Isolation network	x
A European journey	x
A local collaborative adventure	x
The Action Plan roadmap	x
The problem of isolation	x
Bijelo Polje's vision & objectives	x
Our strategy	x
Our action plan in details	x
About the implementation	x

Bijelo Polje and social isolation

'Social isolation is a condition in which a person suffers from a long-term lack of social relations both in quantity and quality'. Social isolation is a rapidly growing social issue worldwide. According to the World Health Organization, nearly one person out of four is experiencing social isolation.

We live in a society that is supposedly more connected than ever through the promise of social media, yet studies show that people have never been more isolated.

This challenge does not bypass Bijelo Polje. Although our municipality is known for strong community ties, many citizens today are increasingly exposed to isolation, especially vulnerable groups such as the elderly, Roma population, young people without stable employment, and persons with disabilities.

Bijelo Polje is a municipality in northern Montenegro with approximately 38.662 inhabitants, covering both the urban centre and surrounding rural villages. The local economy is based on agriculture, small industry, and services. Population ageing, youth out-migration and unemployment further increase the risk of social isolation.

In Bijelo Polje, the phenomenon is visible in elderly households living alone, families facing poverty and unemployment, children from marginalized backgrounds, and youth who leave for education or work and lose local connections.

Isolation has no age: it can affect anyone who has lost a partner, who suffers from chronic illness, who faces barriers to education or employment, or who lacks access to public life. Shame, stigma, and silence often make the problem even less visible.

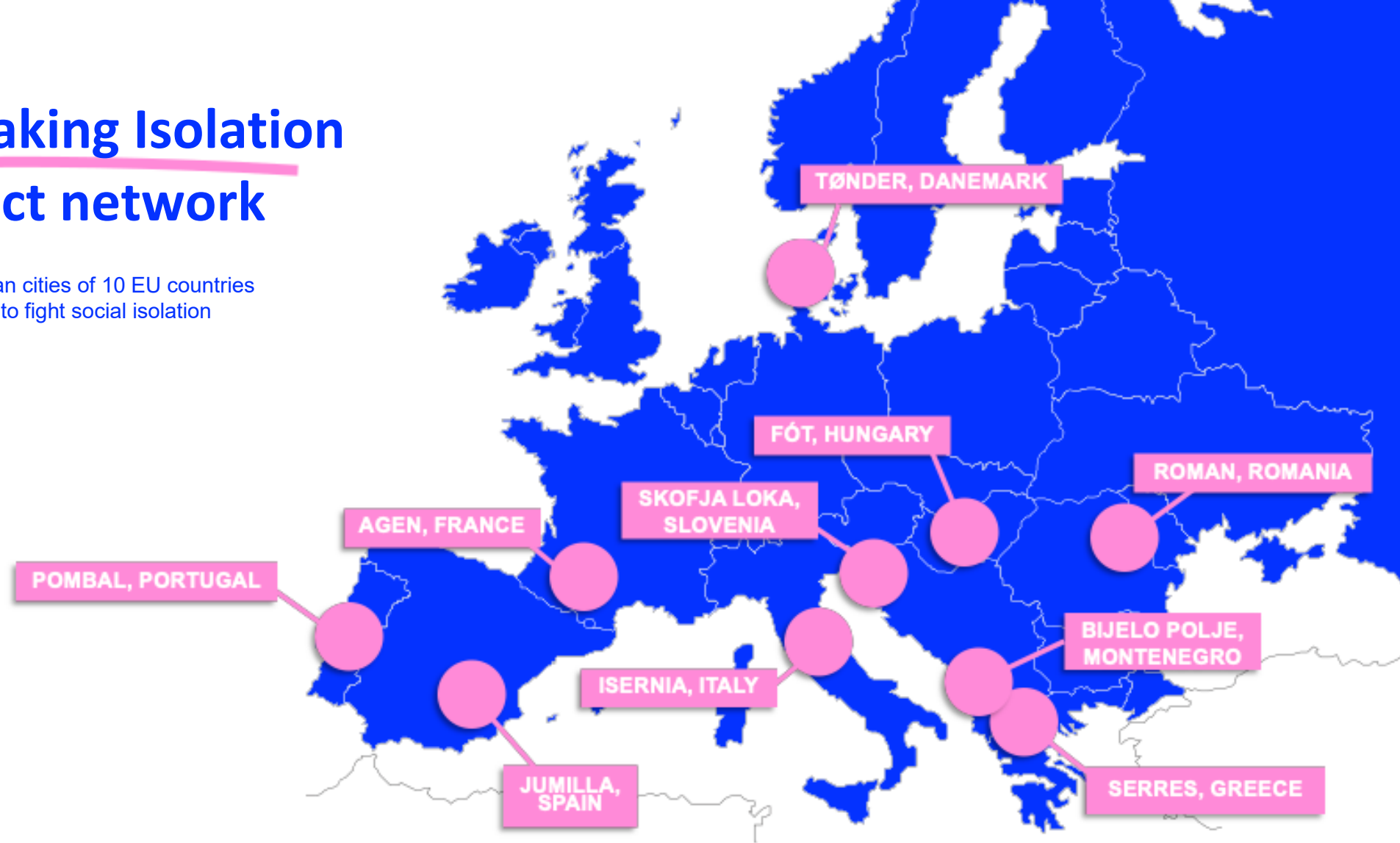
During the URBACT project we tested several pilot actions – for example telecare for elderly people, Roma mediation and intergenerational encounters – which provided concrete learning that is now embedded in this Integrated Action Plan.

This is why Bijelo Polje, through its participation in the URBACT Breaking Isolation network, decided to take a proactive role: by learning from European partners, testing innovative actions, and developing a strategy that puts solidarity, care, and active participation at the heart of local policies.



The Breaking Isolation Urbact network

10 European cities of 10 EU countries
united to fight social isolation



Why a European network? Social isolation is a growing issue everywhere, not just in one country but worldwide. This means that everyone is impacted but it also means that potential solutions are eventually to be found everywhere. Solutions might lie not just in your own country but maybe in a faraway city somewhere across Europe. Started in June 2023 (and running until December 2025), the Breaking Isolation network gathered 10 small & medium

sized cities from ten European countries facing issues of social isolation and willing to fight it. For two and a half years, they learned about one another, exchanged their practices, visited each other, experimented with new methods altogether and conducted local testing actions to build, in the end, their own ad-hoc strategies to fight isolation.

A European Journey

The Breaking Isolation journey is structured around a series of collective rendez-vous called Transnational Meetings (TNM). These Transnational Meetings systematically brought together the ten cities of the Breaking Isolation network and were the most important spaces for exchange and learning within the project. During these TNM, each city presented the results of its work at local level

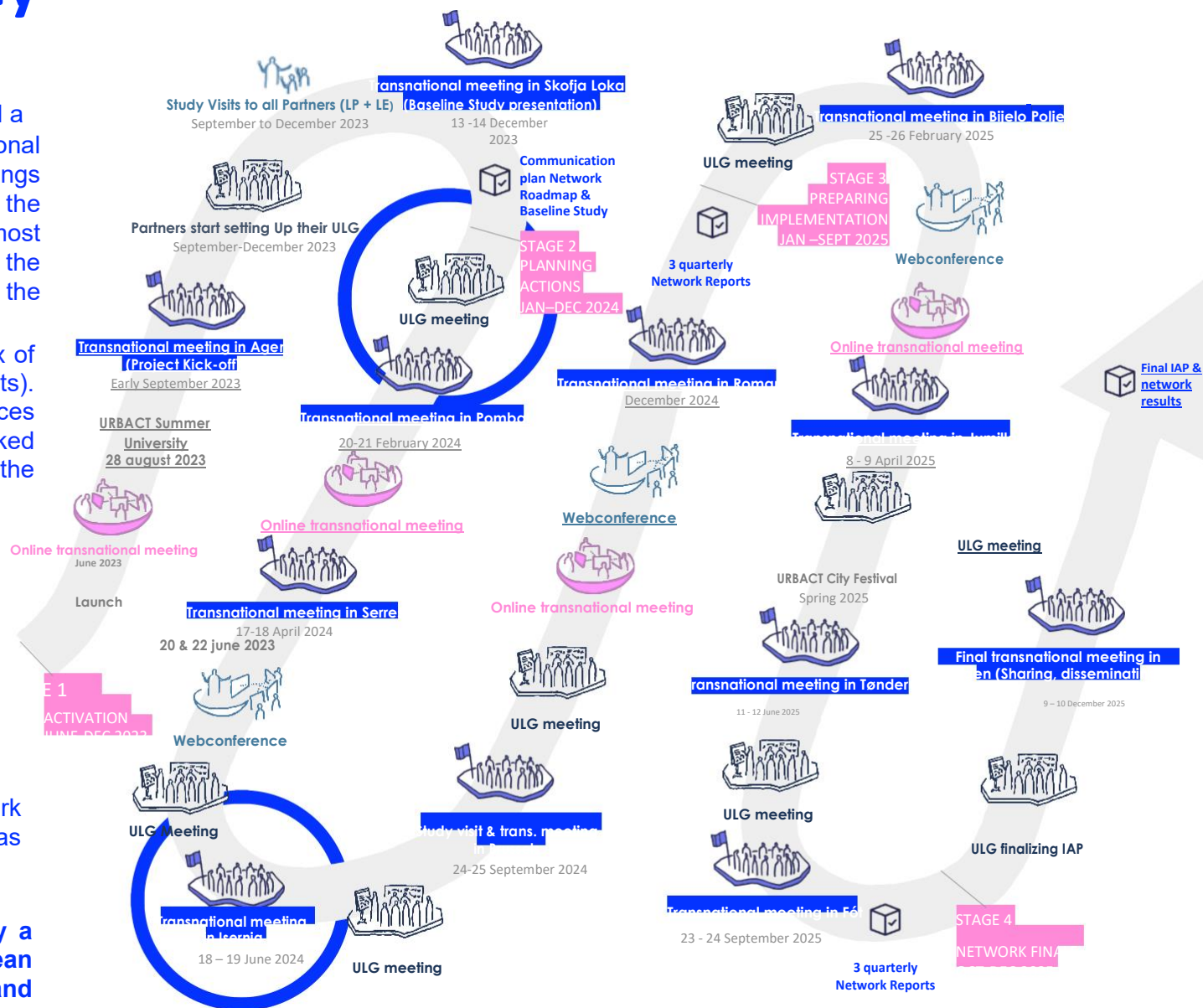
with its URBACT Local Group (composed of a mix of local stakeholders, NGOs, citizens and civil servants). The hosting city showcased inspiring practices through on-site visits, the Lead Partner checked administrative and communication matters, while the Lead Expert explained the next steps of the journey and presented the ad-hoc tools that cities could use with their ULGs.

In between each TNM, cities organised their URBACT Local Group meetings in order to share their results at the next TNM. Alongside ULG meetings and TNM, the network also occasionally organised online meetings as well as web-conferences on specific issues and topics.

Alongside ULG meetings and TNMs, the network also punctually organizes online meetings as well as web conferences on specific issues/topics.

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This two-and-a-half-year journey was not only a learning experience but also a beautiful European cooperation based on genuine sharing and exchange.



A local collaborative adventure

URBACT networks are a European and transnational cooperation journey but also a local collaborative one. Indeed, each network has to bring together key stakeholders in order to build and work collectively on the local challenge and strategy. This document, and everything inside, was made possible by the deep engagement of all the following people. They are the ones behind the scene of this strategy:

The local network brought together stakeholders from diverse and key sectors, including health, employment, education, social protection and municipal governance, ensuring a strong multi-sectoral approach and a high degree of integration in the action plan.

Predrag Tončić from the Bijelo Polje Home for the Elderly (ULG coordinator), Dženita Suljević from the Center for Child and Family Support, Dr. Radosav Nišavić from the Health Center Bijelo Polje, Vesna Vujišić from the Employment Agency of Montenegro, Ensad Omerović from the Tisa Day Care Center for children with developmental disabilities, Vesna Minić from the Center for Social Work Bijelo Polje, Slavka Lakčević from the Secondary School of Electrical Economics, Vanja Mašković from the Center for Social Work Bijelo Polje, Ivana Bulatović from the Red Cross of Bijelo Polje, Mira Bošković from the Employment Agency of Montenegro, Marijana Đurović

from the Center for Child and Family Support, Mirha Kasumović from the Bijelo Polje Youth Office, Slobodanka Prebiračević from the Bijelo Polje Home for the Elderly, Marijana Smolović also from the Bijelo Polje Home for the Elderly, Uroš Vukićević from the EU Office of the Municipality of Bijelo Polje, and Goran Prebiračević, project coordinator and Head of the EU Office of the Municipality of Bijelo Polje.

This group represents the diversity of our community: from elderly care to youth support, from social work to education, from health to employment. Their voices, experiences, and stories shaped the priorities of our Action Plan.

By working together, they created a safe space for dialogue, shared decision-making, and building trust. Thanks to them, Bijelo Polje now has a strategy that reflects real local needs and has the strength to unite institutions and citizens around the common goal of breaking social isolation.

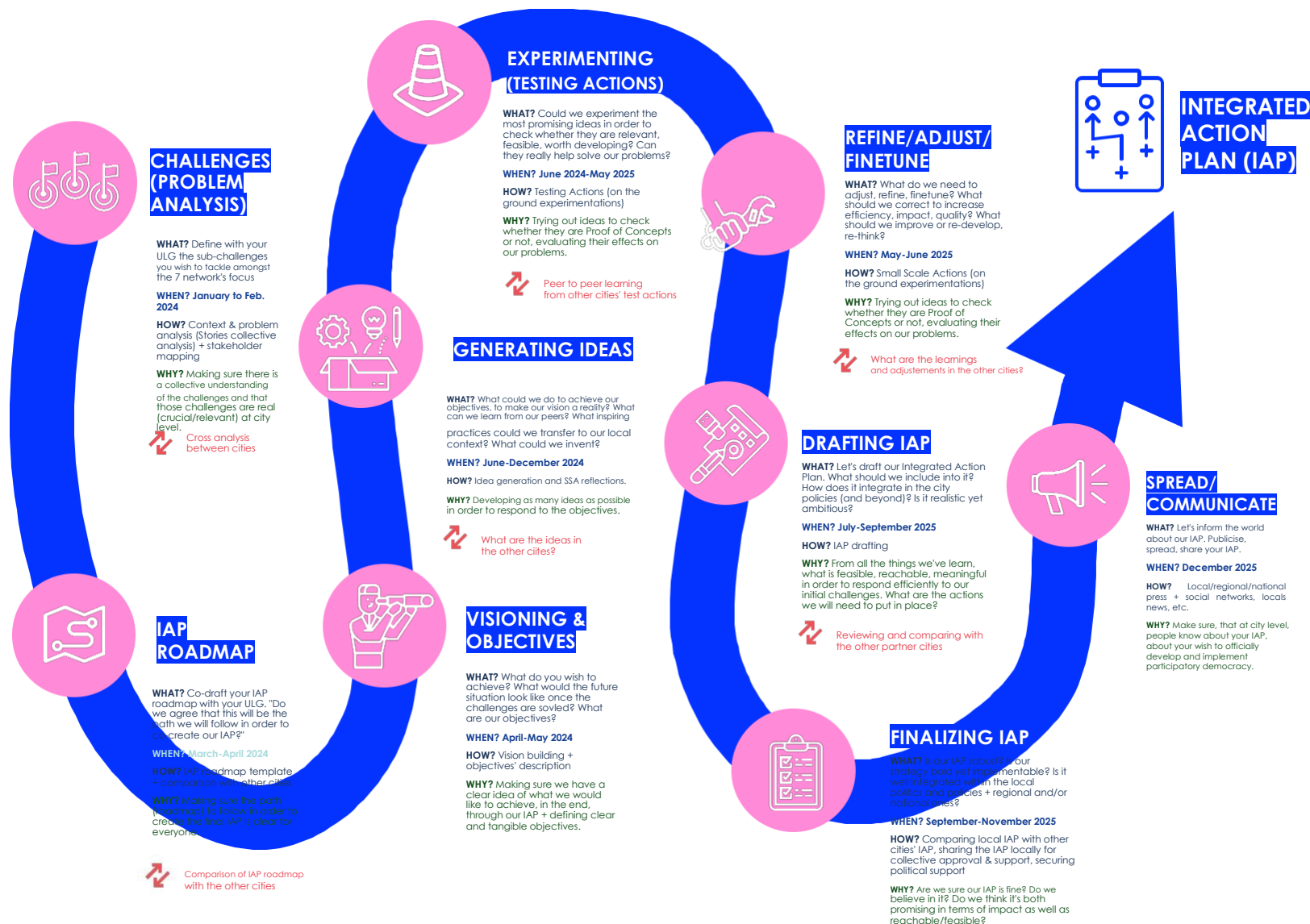
By co-constructing this strategy together, every opinion was heard and taken into account. Local institutions, NGOs, and citizens worked hand in hand, creating a collective spirit and ensuring that solidarity and inclusion become the foundation of Bijelo Polje's future development.



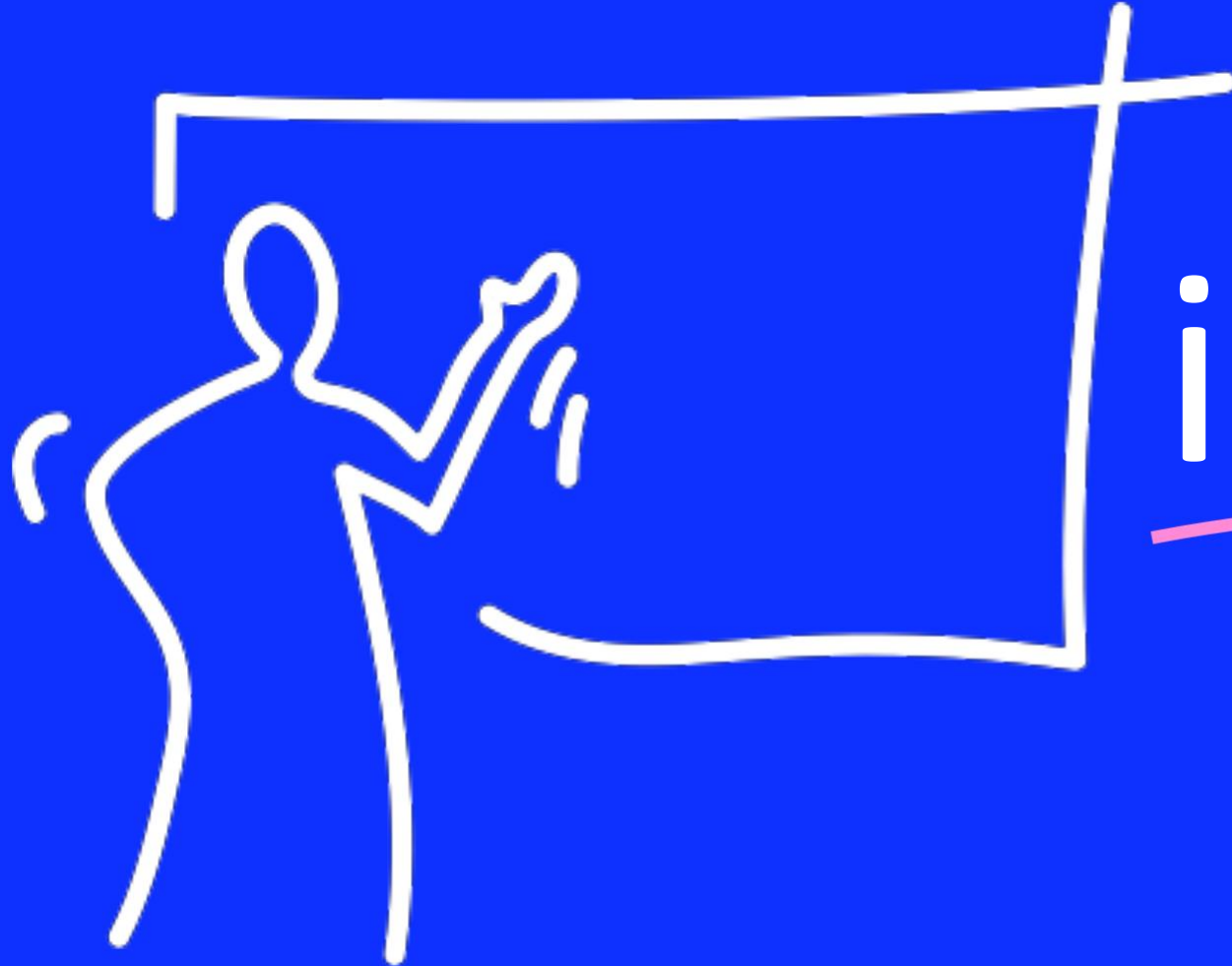


A collective Journey

The Breaking Isolation network was an action-planning network of cities aiming at developing, each one of them, a local strategy to fight social isolation, called an Integrated Action Plan (IAP). In order to build this IAP, each city in the network was taken through a collective process together with local stakeholders composing URBACT Local Groups. First, they diagnosed the challenges and issues of their city regarding isolation.



Then they developed the vision and objectives they wanted to achieve – in other words, they expressed their ambition. Next, they co-created ideas, copied and transferred promising practices from the other partner cities and experimented by trying out ideas locally to collect proofs of concept. Finally, they evaluated, refined and adjusted their approach before packaging their strategy.



isolation

THE PROBLEM

Social isolation is multifactorial

Causes of social isolation are often multifactorial. A well and sound socially inserted person can end up very rapidly isolated. Why? For plenty of reasons (see the risk cards below): the death of a loved one, a divorce, a break-up, depression, dementia, long illness, the loss of a job or even retirement, addictions, the fact of living far from relatives, domestic violence. There are plenty of factors which may lead to isolation. It does not mean that you will automatically face isolation if you experience one of these situations, but it might increase the risk, especially when you start combining them (as factors add up). In Bijelo Polje, emerging patterns in social data paint a troubling picture. Many elderly people face daily life without close support, Roma households frequently depend on institutional assistance, and young people who struggle to find work often remain unemployed for long periods. Such conditions make these groups particularly vulnerable to social isolation.



DEATH OF A LOVED
ONE (OR BREAK UP)



MENTAL HEALTH
ISSUES



PHYSICAL
IMPAIRMENTS/
LONG ILLNESS



UNEMPLOYMENT/
RETIREMENT



POVERTY



INTIMATE PARTNER
VIOLENCE



REMOTE LOCATION



ADDICTIVE USE OF
SOCIAL MEDIA



ADDICTIONS TO DRUGS,
ALCOHOL, GAMBLING



LACK OF SOCIAL SKILLS

**'Addressing individual
risk factors in
isolation will not be
enough to tackle
loneliness, and more
holistic solutions will
be needed.'**

Joint Research Center, EU
Commission 2022.

SOCIAL ISOLATION IS HARMFUL

Findings indicate that the influence of social relationships on the

RISK OF DEATH ARE COMPARABLE WITH WELL-ESTABLISHED RISK FACTORS FOR MORTALITY SUCH AS SMOKING AND ALCOHOL CONSUMPTION



and exceed the influence of other risk factors such as physical inactivity and obesity.

(Holt-Lunstad J., 2010)

A study conducted on a 10 year period with over 12 000 people demonstrated that loneliness is associated with a

40 %
INCREASED RISK OF
DEMENTIA.

(Sutin AR., 2020)



Findings suggest that deficiencies in social relationships are associated with an

INCREASED RISK OF
DEVELOPING CORONARY
HEART DISEASE AND
STROKE

(Valtorta NK et al., 2016)





vision

In the
future, in
Bijelo Polje,
we would be
happy and
proud if ...

Bijelo Polje: a community where solidarity prevents isolation and every citizen has dignity, connection and support.

...no one feels left alone or forgotten, and every citizen knows that support and care are always within reach;

....our elderly feel safe and respected, connected through Telecare and community support, enjoying dignity in their homes and neighborhoods;

....our Roma community is fully included, with equal access to education, services, and opportunities, building trust and participation;

....our young people remain in Bijelo Polje because they see future opportunities here, while intergenerational bonds create solidarity, respect, and pride;

....Bijelo Polje becomes known as a municipality of solidarity and humanity, where institutions, NGOs, and citizens work together to prevent isolation and ensure that nobody is left aside.

Challenges for breaking isolation



The Breaking Isolation network, identified **four** needs regarding social isolation in Bijelo Polje:

1. We need to better identify socially isolated people
2. We need to better diagnose those at risk of isolation (early signs)
3. We need to reinforce and multiply solutions to prevent isolation of those at risk
4. We need to raise awareness on social isolation, how to recognize it and its effects

In Bijelo Polje, **CONCRETELY**, we decided to focus on...

In Bijelo Polje, to better identify socially isolated people early and address access barriers, we foresee to work specifically on the inclusion of the Roma community, which remains one of the most vulnerable groups in our city. Many Roma families still live in difficult conditions, and their children face obstacles in accessing education. We believe that this challenge can only be addressed through closer cooperation between the municipality, schools, NGOs and Roma leaders, creating opportunities for participation and dignity.

Another major concern for us is the isolation of elderly people, especially those living alone in our rural villages. Some of them are more than ten kilometers away from the nearest health or social service and often have no one to talk to. This situation has already led to tragic cases of neglect, which made us determined to strengthen support. To support early diagnosis and timely assistance, we will build on our telecare pilot project and expand this service to bring security, comfort and human contact to many more households.

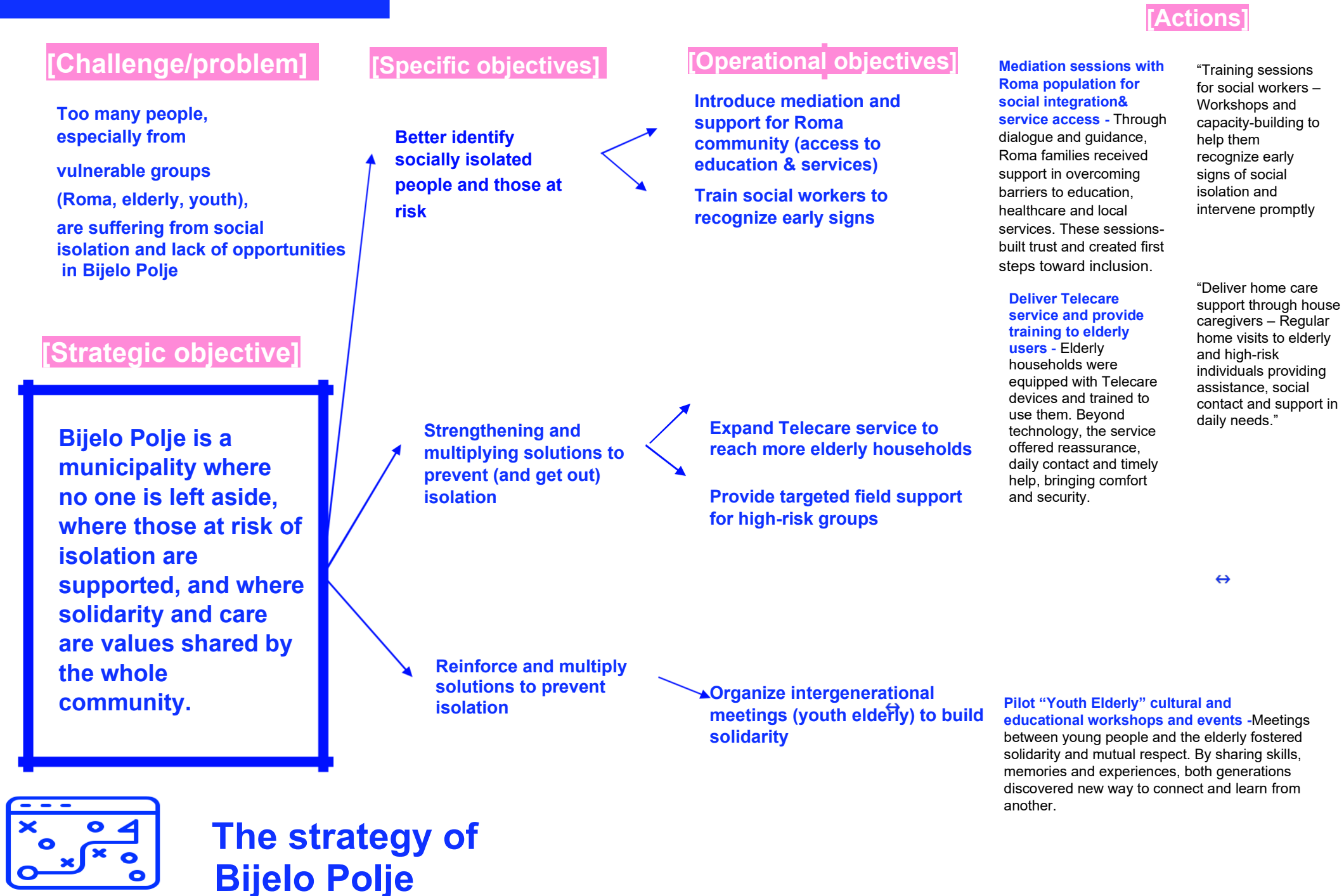
Finally, to strengthen prevention and community engagement, we want to develop intergenerational connections. We see that young people often leave Bijelo Polje because they feel they have no future here, while at the same time our elders feel abandoned. By creating activities where young and older people can meet, learn from each other and share experiences, we believe we can rebuild solidarity and pride in our community.

These three priorities are not only projects; they are about restoring bonds between people and ensuring that nobody in Bijelo Polje feels forgotten or left alone.

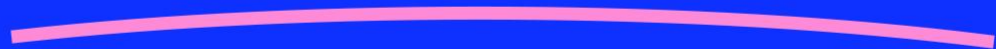


Strategy

OUR STRATEGY IN ONE PAGE



Action plan



Action 1 – Roma mediation and access to services

Roma families in Bijelo Polje face multiple barriers that can lead to social isolation: limited healthcare access, children dropping out of school, poor housing conditions and a long-standing distrust of institutions. Through dialogue and guidance, mediation sessions support Roma families in overcoming these barriers and in building trust with schools, health and social services. The main objective is to reduce social isolation of Roma households and improve their access to rights, services and opportunities.

SPECIFIC OBJECTIVE

Better identify socially isolated people and those at risk

OPERATIONAL OBJECTIVE

Introduce mediation and support for Roma community (access to education & services).

KEY STEPS

- ➔ Select and train Roma mediators in cooperation with NGOs.
- ➔ Conduct home visits and organize regular mediation sessions.
- ➔ Facilitate communication between Roma families and schools, health centres, and municipal services.
 - Celebrate cultural events (e.g. International Roma Language Day, Roma Day in Strojtanica) to improve visibility and pride.
 - Provide practical support (e.g. distribution of school supplies with Red Cross support).
 - Encourage Roma youth to participate as volunteers in intergenerational meetings and digital support for elderly.

ACTION LEAD & PARTNERS



Co-lead: City of Agen & Municipality of Bijelo Polje

- **Partners:** Local NGO, Euromost Primary Schools, Center for Social Work, Health Center, Red Cross
- **Community actors:** Roma leaders and families



COSTS & FUNDING

Estimated €7,000 (mediator training, field visits, cultural events, logistics).

Funding: Municipal budget + support from URBACT project.



MONITORING INDICATORS & EVALUATION

- Number of mediation sessions organized.
- Number of Roma families supported **per year** (target: 50).
- Number of Roma children receiving school support (target: 38 in first year).
- Participation in cultural events.
- Number of Roma families registered with a family doctor or using health and social services at least once per year.
- Participation in cultural events and at least seventy percent positive feedback from families.



RISK MITIGATION

- Possible mistrust – involve Roma mediators as trusted bridges and use community spaces
- Irregular participation – adjust meeting times to family schedules and, where possible, provide childcare
- Limited resources – secure co-financing and NGO support, involve volunteers.
- Stigma and discrimination – organize small awareness-raising and information sessions both in Roma communities and in institutions (schools, services).

Action 2 – Telecare and home-based support for elderly

The telecare service is designed to reduce isolation and improve safety for elderly people living alone, particularly in rural areas. By providing smart devices (watches, tablets) connected to a monitoring system, and by ensuring trained staff and reliable internet coverage, the service offers twenty-four/seven reassurance, rapid emergency response and daily communication. The objective is to combine technology with human support so that elderly citizens can live independently and with dignity.

SPECIFIC OBJECTIVE

Strengthening and multiplying solutions to prevent (and get out of) isolation

OPERATIONAL OBJECTIVE

Expand Telecare service to reach more elderly households

KEY STEPS

- Map elderly households most at risk (with Home for elderly & Health Center)
- Procure telecare devices (smart watches, tablets) with internet connectivity
- Establish software platform and local monitoring hub
- Hire and train tele-operators and social workers for 24/7 coverage
- Train elderly users and families to use devices, with repeated, user-friendly sessions.
- Organize home visits or phone check-ins for users with very low digital skills or limited family support.



ACTION LEAD & PARTNERS

Co-lead: City of Agen & Municipality of Bijelo Polje

- Partners: Home for elderly Bijelo Polje, Center for Social Work, Health Center, Red Cross
- Community actors: Volunteers for digital support, Elderly associations



COSTS & FUNDING

Estimated €90,000 – €120,000 (annual):

- Purchase of devices and accessories (smart watches, tablets)
- Internet and software license
- Staff salaries (tele-operators, technical support, trainers)
- Maintenance and upgrades
- Funding: Municipal budget + Ministry of Labour & Social Welfare + URBACT support + EU/national grants



MONITORING INDICATORS & EVALUATION

- Number of elderly households equipped (target: 100 in first phase)
- Number of emergency interventions triggered via telecare per year.
- Average response time in emergency cases
- Percentage of telecare users reporting reduced feelings of loneliness and increased sense of safety (simple before/after survey).
- User satisfaction – at least eighty percent positive feedback.



RISK MITIGATION

- High running costs – secure co-financing and long-term national support.
- Technical difficulties – ensure continuous ICT support and a helpline.
- Resistance to technology – provide repeated training, personalized assistance and peer support.
- Low awareness – run communication campaigns via local media, health centers and community leaders

Action 3 – Intergenerational “Youth–Elderly” solidarity programme

Intergenerational meetings are designed to bring together young people and elderly citizens of Bijelo Polje in order to build solidarity, reduce isolation and promote the exchange of skills, stories and experiences. The objective is to reduce loneliness among older people and, at the same time, give young people the opportunity to learn values of empathy, care and community engagement.

SPECIFIC OBJECTIVE

Reinforce and multiply actions of mutual community care

OPERATIONAL OBJECTIVE

Organize intergenerational meetings and create sustainable platforms for dialogue and joint activities between youth and elderly.

KEY STEPS



- Select elderly participants from the Elderly Home and rural areas.
- Involve youth from local schools, NGOs, and volunteer clubs.
- Organize joint events in nature, cultural centers, and schools (storytelling, games, workshops, music).
- Facilitate exchange of knowledge (digital skills from youth, traditional crafts and stories from elderly).
- Collect feedback and design a sustainable annual calendar of intergenerational activities.



ACTION LEAD & PARTNERS

Co-lead: City of Azen & Municipality of Bijelo Polje

- Partners: Elderly Home Bijelo Polje, NGO Euromost, Youth volunteer groups, Local schools, Cultural institutions
- Community actors: Families, local artists, community leaders



COSTS & FUNDING

Estimated €10,000 – €15,000 annually (logistics, transport, workshops, materials, coordination staff).

Funding: Municipal budget, Ministry for Social Welfare and Family, NGO grants, URBACT support.



MONITORING INDICATORS & EVALUATION

- Number of intergenerational meetings organised (target: at least six annually).
- Number of participants (youth and elderly).
- Number of participants from high-risk groups (Roma, elderly living alone, youth not in employment or education).
- Percentage of elderly participants reporting that they feel “less isolated” after activities.
- Visibility of solidarity initiatives in local media and social networks.



RISK MITIGATION

- Risk of low participation – ensure regular outreach and involve schools and community leaders directly.
- Risk of sustainability – create partnerships with NGOs and schools for continuity and link activities to existing programmes.
- Risk of generational and cultural gaps – use experienced facilitators to bridge communication and manage sensitive topics.
- Risk of low visibility – document and share positive stories through local media and municipal channels.



Implementation

Governance & Partners

The strategy of Bijelo Polje to fight social isolation would not have been possible without the support of the URBACT Local Group, the strong political engagement of the mayor and the municipal administration and the commitment of the Home for the Elderly Bijelo Polje.

In order to ensure the implementation of our strategy, we plan to establish:

- One person in charge of the strategy within the Municipality (coordinator for social inclusion).
- An advisory board (ULG follow-up group), composed of municipal departments (social welfare, education, youth, culture), NGOs, schools, health institutions, and Roma representatives, meeting at least twice a year.
- A community of “friends of the strategy”, composed of volunteers, local leaders, cultural institutions, and active citizens whose role is to promote solidarity actions and sustain engagement.

This governance model ensures political ownership, professional coordination, and active citizen participation, making the strategy both feasible and sustainable.





Overall costs & funding

To implement the strategy of Bijelo Polje, the municipality and its partners will rely on a mix of local, national and external funding.

Estimated annual operational costs for the three priority actions are:

- **Roma mediation and access to services** – approximately EUR 7,000 per year.
- **Telecare and home-based support for elderly people** – approximately EUR 90,000– 120,000 per year.
- **Intergenerational “Youth–Elderly” programme** – approximately EUR 10,000–15,000 per year.

In total, the annual operational cost of the three actions is estimated to range between EUR 107,000 and 142,000, depending mainly on the scale of the telecare programme.

Funding per action – Funding as a whole

Roma mediation sessions → financed mainly by the Municipality (Office for Roma, Center for Social Work), with support from NGOs, schools and cultural institutions.

Telecare service for elderly → higher costs (equipment, software, staff, internet) covered by Municipality (Home for Elderly, IT sector), co-funded through URBACT and donor projects.

Youth Elderly intergenerational meetings → supported by Municipality (Office for Youth, cultural institutions), low-cost activities relying also on volunteers and NGOs.

Funding sources

The implementation of the strategy relies on a mix of local, national and external funding:

- **Municipality of Bijelo Polje** ensures continuous financing for the Daily Center *Tisa*, Red Cross, Office for Roma, Office for Youth, and the Center for Child and Family Support.
- **National level institutions** provide resources through the Center for Social Work (Ministry of Labour, Employment and Social Dialogue), the Home for Elderly Bijelo Polje (Ministry of Social Care, Family and Demography), and the Employment Agency of Montenegro.
- **External partners and projects**, including URBACT support, EU programmes and NGO initiatives, complement municipal and national funding with project-based co-financing.

Core operational costs (for example the coordinator's salary and basic service delivery) are secured through municipal budget commitments approved by the Council. Project expansion and innovation activities will need co-financing through new sources, but core services for the most vulnerable will continue regardless of external funding.





Global risk assessment

ABOUT IMPLEMENTATION

Policy implementation involves translating policy objectives into concrete actions and outcomes. While the process is crucial for achieving desired results, it is often exposed to different risks. Bijelo Polje identified seven main risks for this strategy and assessed their level as Low, Medium or High to help priorities mitigation measures.

Below are the 7 main risks identified by the City of Bijelo Polje:

1. Insufficient resources – Likelihood: High; Impact: High.

- Risk: Limited municipal funds, lack of staff and technical capacities.
- Impact: Programs may fail to achieve their intended outcomes due to resource constraints.
- Mitigation: Combine municipal budget with national programmes and EU projects; mobilize NGOs and volunteers.

2. Low stakeholder engagement – Likelihood: Medium; Impact: High.

- Risk: Risk of reduced motivation from local actors over time.
- Impact: Slower implementation and weaker ownership.

- Mitigation: Regular consultations, workshops, and visible results to sustain interest.

3. Weak monitoring and evaluation – Likelihood: Medium; Impact: Medium.

- Risk: Lack of adequate tools to measure outcomes.
- Impact: Problems may go unnoticed until late.
- Mitigation: Develop simple local indicators and assign monitoring responsibility to ULG

4. Political interference or change – Likelihood: Medium–High; Impact: High.

- Risk: Elections or administrative reforms may shift priorities.
- Impact: Disruption of continuity and reduced support.
- Mitigation: Formalize cooperation agreements with institutions to ensure continuity.

5. Inadequate communication – Likelihood: Medium; Impact: Medium.

- Risk: Weak communication with citizens about benefits.
- Impact: Low support and risk of misunderstanding.
- Mitigation: Use local media,

- schools and NGOs to raise awareness.

6. Unrealistic or delayed timeline – Likelihood: Medium; Impact: Medium.

- Risk: Too ambitious planning or legal obstacles.
- Impact: Missed deadlines, unfinished activities
- Mitigation: Phase implementation, start with pilot actions, adjust timeline.

7. Coordination challenges – Likelihood: Medium; Impact: Medium.

- Risk: Many institutions involved (municipal, national, NGOs).
- Impact: Overlaps or gaps in responsibilities.
- Mitigation: Regular coordination meetings led by Municipality.





Timeline

The official URBACT project will end in December 2025, but for Bijelo Polje this is only the beginning.

The IAP defines our long-term vision: a municipality where nobody is left aside, where solidarity and care are shared values, and where citizens, schools, NGOs, and institutions cooperate to prevent isolation. This timeline presents the next milestones – from the conclusion of the project in 2025, through the launch of structured implementation in 2026, to the scaling-up and sustainability of actions by 2030. It is a roadmap that transforms pilot actions into a permanent, community-driven system of support and inclusion.

2025

- Finalization of the IAP.
- Closure of the URBACT project in December 2025.
- Preparation for transition from pilot actions to structured implementation.

2026

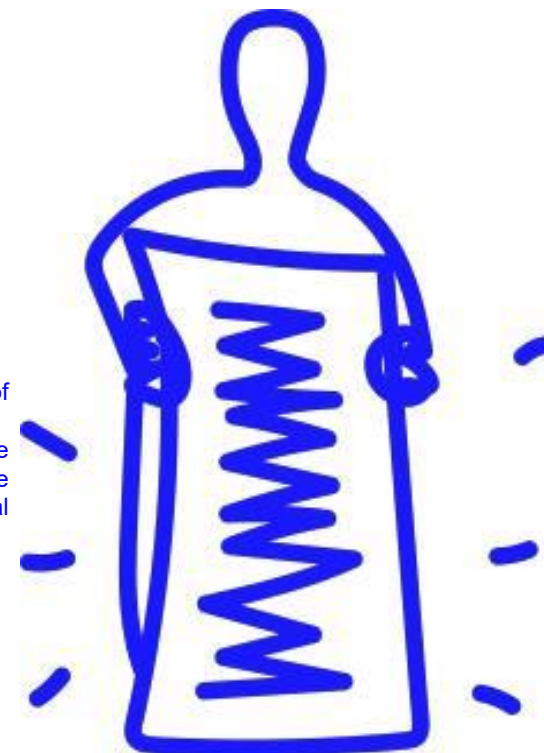
- Launch of full IAP implementation.
- Establishment of the Coordination Team within the Municipality.
- Creation of the Advisory Board (ULG follow-up group) with regular annual meetings.
- Drafting and approval of a simple Monitoring and Evaluation (M&E) plan, including baseline data and key indicators.

2027 -2029

- Annual implementation plans and progress reports.
- Scaling up of actions (telecare, Roma mediation, intergenerational programme).
- Continuous monitoring and annual review of results by the Advisory Board.
- Mid-term evaluation in 2028 and adjustment of actions and budget if needed.
- Securing sustainability through municipal, national and external co-financing.

2030

- Final evaluation of the strategy and revision of the IAP for the next period.
- Bijelo Polje recognized as a municipality where nobody is left aside and where solidarity, care and active participation effectively prevent social isolation.





Monitoring & evaluation

Monitoring and evaluating the IAP is essential to assess its effectiveness, efficiency and impact, and to adapt actions over time.

Governance of monitoring and evaluation

- The coordinator for social inclusion is responsible for overall monitoring and evaluation of the strategy.
- Each lead institution (Roma mediation, telecare, intergenerational programme) designates a focal person to collect data and report twice a year to the coordinator and the Advisory Board.
- The Advisory Board reviews monitoring results at least once a year and provides recommendations.

Frequency and tools

- Basic output indicators are collected on a quarterly basis.
- Outcome and impact indicators are reviewed annually.
- Mid-term and final evaluations are conducted in 2028 and 2030.

Key indicators

Strategic / impact indicators (city level):

- Reduction in self-reported loneliness among elderly residents by 25 percent by 2030.
- Number of Roma families regularly accessing health, education and social services each year (target: increase by 50 percent by 2030).

At least 70 percent of residents who report that they know where to seek help if they feel isolated by 2030.

Outcome / output indicators by action:

- Number of Roma families supported per year (Action 1).
- School attendance and retention rates among Roma children involved in mediation (Action 1).
- Number of elderly people using telecare services per year and annual increase (Action 2).
- Number of intergenerational events per year and total number of participants (Action 3).
- Number of volunteers engaged across all actions.
- Advisory Board meeting attendance rate (at least seventy-five percent of members present).

Where possible, social isolation and loneliness will be measured using validated assessment tools (for example the Lubben Social Network Scale) or simple self-reported loneliness questions, in order to track changes over time.

Learning and adaptation

Quarterly coordination meetings and annual Advisory Board sessions will serve as feedback loops where monitoring results are discussed and actions adapted. Mid-term and final evaluations will inform decisions on scaling up, revising or discontinuing specific activities. In this way, the IAP remains a living document that evolves with the needs of the community.



Let's come
together and end
isolation



URBACT



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