

# The Zaragoza Experience on Facing digital gap and isolation - Community Centres

# NETWORK OF SOCIAL SENIORS CENTRES

City council → Social action and family area → Community social services service → Technical Office for Older People

A network of facilities designed to provide a space for the elderly to meet, participate and be together. Its activity is oriented towards the prevention and maintenance of the physical, cognitive and social abilities of the elderly.

Its activity is framed within the promotion of active ageing.

# EVOLUTION AND CHANGES

80's: Retirement homes

- Places to be. Goal: avoiding isolation
- Cost-effective services. Pension supplement

90's:

- Leisure
- Courses and workshops
- Activity groups.

2000:

- Prevention, maintenance (social, physical and cognitive)
- Participation, relationship, provision of services to the community
- Avoiding loneliness by "doing" not just "being"

2010

- Incorporation of the city into the WHO network of age-friendly cities.
- Incorporation of network projects. Change in work methodology. Transversality of services.

2020. Looking abroad, external outreach

- Development of partnerships with other administrations: health work. Health assets.
- Participation in European programmes

# EUROPEAN PROJECTS

- **Mobilage** . Policy priority: Developing pathways to meaningful and accessible (non) government digital services for older adults
- **SIBdeV project**. The goal of this Action Planning Network is to explore how social impact bonds can be used to improve public service delivery in areas such as employment, ageing and immigration
- **ESPON Project**. The mission for ESPON 2020 is the consolidation of a European Territorial Observatory Network and grow the provision and policy use of the pan-European , comparable, systematic and reliable territorial evidence.

# The Network of Age-Friendly cities of the WHO

The Services, Activities and Projects are carried out within the framework of the Action Plan of the Network of Age-Friendly Cities of the WHO.

Actions: Active ageing programmes, projects and activities.

- Services: current, oriented to being together, located in the centres, aimed at all the elderly, open to the environment.
- Projects: city projects, with projection in the territory, centre projects.

# Talking about the network of social senior centres

**Structure:** Municipal Network of Social Senior Centres

A network of 31 centres. Territorial distribution:

20 Centres Located in municipal districts (14).

11 Centres Located in rural neighbourhoods (14)

Target group: Elderly people

Requisites to be a member of the centres:

- Over 60 years of age.
- Retired or pensioner
- Living in Zaragoza
- Couples.
- Number of members: 65.240

# Activities

## Activities of the Social Senior Centres:

- Spaces and services
- Courses and workshops
- Activity groups: They share centres of interest, operate autonomously.
- Projects and volunteering: centre projects, city projects.

# SPACES AND SERVICES

Spaces and services

**Living spaces:** living areas, cafeterias, reading rooms...

**Dining rooms:** 312 places per day in 7 centres: San José Laín Entralgo, La Jota, Delicias, Rey Fernando, Casco Histórico, La Almozara. Next opening: Torrero social senior center

**Information**

**Leisure and cultural activities:** dances, parties, cinema, day trips.

**Computer classrooms** 13 classrooms 144 places

Casablanca, Casco Histórico, Estación del Norte, La Almozara, La Jota, La Paz, Miralbueno, Oliver, Pedro Laín Entralgo, Salvador Allende, San José, Santa Isabel, Terminillo and 2 computer stations in the Goya social senior centre.

**Counselling.** Legal, psychological and affective-sexual.

# Courses and workshops

Active ageing workshops. Areas of activity: Communication and culture, Artistic expression and Health and quality of life.

Experience workshops. (voluntary work)

Duration: 1 school year

Frequency: 1 session per week

Process: 3 years.

Academic year 2019-2020: 813 workshops of which 445 active ageing workshops and 368 experience workshops and 16.036 places available, 9.486 places for active ageing workshops and 6.550 places for experience workshops.

Types of activity: Physical activities, Social relationship activities and Cognitive/psychological activities.

# Activity groups

## Activity groups

- Autonomous groups around a centre of interest.
- Hiking, theatre, petanque, music groups .....
- 144 groups in 26 centres
- Aimed at promoting personal and group relations,
- Favouring self-organisation, carrying out activities in common with groups from other social senior centres

# Projects and volunteering

- Health Education
- Gender Equality
- Nos Gusta Hablar
- Participation in neighbourhoods
- Intergenerational
- ICTs (**information and communication technologies**) (Computer rooms, Pre-start courses, Tablets and smartphones, Specialised courses,...)
- Courses and workshops

## Lessons learnt:

- We have to place value on our network.
- We need to improve our process of evaluation and measuring the impact of all our programmes and activities.



**Zaragoza**  
AYUNTAMIENTO