

# Review of outcomes of proposals from the 5th “Voices of Senior Citizens” convention

**5a Convenció  
Les veus de les  
persones grans**

Barcelona, una ciutat  
per a tota la vida

Review  
July 2023

Department of  
Social Participation.

Area for Social  
Rights, Health,  
Cooperation and  
Community.

Consell Assessor  
de la Gent Gran



Ajuntament  
de Barcelona



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# Introduction

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The 5th “Voices of Senior Citizens” convention, which took place on 5 and 6 March 2019, concluded its broad participatory process with the formulation of a series of proposals and future challenges that have shaped the agenda of the past four years. This report presents a review of the results, and details the main initiatives carried out over the past few years in the city of Barcelona addressing the proposals raised at the 5th Convention.

The main reason for this review is to fulfil the commitment taken on by the Senior Citizens’ Advisory Council (CAGG) with regard to the outcomes of the Convention, within the framework of its advisory role and duty to monitor municipal initiatives relating to policies on ageing. The information and data presented in this report are organised in accordance with the three work lines of which the programme is comprised and the conclusions of the 5th Convention.

In this regard, at the 5th Convention it was proposed that work in some of the areas addressed in previous years should be continued, such as the strategy on demographic change and ageing, the democratisation of caregiving and the importance of the participation of elderly people. They also looked at new proposals based on aspects such as intergenerational alliances, combating loneliness and social inequalities.

However, over the course of the four-year period between the 5th and the 6th Convention, the factor that’s hit us the hardest has been the impact of the Covid-19 pandemic, which has hindered the fulfilment, execution and achievement of the proposals set out in the road map. The impact of the Covid-19 health crisis has forced us to adapt the policy action agenda to address the most urgent challenges, particularly those that affect elderly or more vulnerable people.

In order to present the main initiatives undertaken during this last four-year period, we have taken into account the goals and actions of the Work Plan for 2019-2023, drawn up by the Senior Citizens’ Advisory Council to inform its own work, and structured into five areas - one for each working group -, based on the three broad areas into which the conclusions of the 5th Convention were classified. Also taken into account were the various documents, plans, programmes and other relevant instruments, produced by the Senior Citizens’ Advisory Council itself or by the municipal authorities with the participation of the CAGG, which have sought to respond to the needs, wishes, and priorities of elderly people and the social challenges that have emerged or have been exacerbated as a result of the pandemic.

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In this regard, there is the “List of action lines and proposals of senior citizens in relation to the Covid-19 crises” (2020), produced by the CAGG, and its 2021 update; the “Pact for Barcelona” (2020), and the respective follow-up reports, the latest of which was published in March 2022; and the “Strategy on demographic change and ageing (2018 - 2030)”, on the basis of which a specific pandemic-related analysis was conducted, with the results presented in the outcome report on the “Process for identifying initiatives to address the impact of the Covid-19 pandemic on senior citizens’ daily lives” (2022). It has also taken into account the various statements and considerations made by the CAGG in relation to the various social areas that have shaped the political agenda, and other matters of interest that affect the lives of the elderly.

These proposals and initiatives, then, inform the steps that we need to continue taking over the coming years and form the backbone of a work strategy that looks to the future, analysing ageing from a cross-cutting and intersectional perspective, with the aim of addressing the challenges and social changes that are taking place in the city of Barcelona. In this regard, as the Senior Citizens’ Advisory Council maintains, defending the right to the city for people of all ages throughout their lives requires the involvement and shared responsibility of all citizens and the different social agents, as only in this way is it possible to ensure ageing with rights and dignity, and effective participation.



Municipal authorities



Senior Citizens’ Advisory Council

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# 1. Ageing with rights

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## 1.1. Proposals from the 5th Convention

### Social protection, rights and guarantees in 21st century societies

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1. Demand a more active role for elderly people as **agents of social transformation** and a more proactive attitude in the defence of our rights.
2. Enhance knowledge and research into the living conditions and social contribution made by elderly people so as to **question official narratives**, such as that of the “crisis”, and demand, instead, a guaranteed income, decent pensions, the right to housing and job security.
3. Recognise and raise awareness of the **contributions**, social and otherwise, that elderly people make to society as a whole.
4. Work to create and strengthen **intergenerational alliances** in families, neighbourhoods, communities and politics.
5. **Combat discrimination** and shatter stereotypes such as the idea that elderly people are a burden on society, that young people are unmotivated or that migrants receive more social benefits.
6. Call on the different public institutions to actively defend the rights of citizens, to **combat social inequalities** and to address the social and economic problems people experience throughout their lives.
7. Place the City Council, as the closest public institution, at the forefront of the **defence of social rights**, the right to housing and a guaranteed income, and work to redress the most serious situations of social inequality.
8. Implement measures to facilitate **access to and awareness of available financial aid and benefits** and design resources to help elderly people apply for them.
9. Work to reverse the 2012 cuts to Act 39/2006 on the Promotion of Personal Autonomy and **Care of Dependent Persons**.
10. Put an end to the long waiting lists for health services, **restore investment to pre-crisis levels** and recover the losses accumulated over the last few years, and reduce the percentage spent on health care partnerships with the private sector.

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## 1.2. Proposals from the Work Plan (2019-2023) of the Senior Citizens' Advisory Council

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Through its Work Plan (2019-2023), the Senior Citizens' Advisory Council has made one of its goals defending, preserving and championing the rights of elderly people and the population as a whole. To this end, a series of targets and initiatives have been drawn up:

- **Move towards the creation of a generational alliance to defend rights**, setting up joint working spaces between the CAGG and young people's associations or groups, identifying the demands of young people and working together on shared concerns.
- **Monitor the portfolio of social and health services**. A proposal was made to monitor the implementation of the act on personal autonomy and dependency, the entire portfolio of social and health services, the proposals and declarations of the Advisory Council in this area, and to participate in the drafting of the new Strategic Plan for Social Services in Catalonia, and identify the best practices of the "Impulsem" project.
- **Defend the state pension system and call for improvements**, promoting and following up the CAGG's declaration on the matter, and working to make pensions a right for all people and an intergenerational demand.
- **Work to address the shortage of public residential places in the city**, promoting and following up the CAGG's position with regard to residential care for elderly people, and identifying best practices in alternative residential settings.

One of the other goals of the CAGG's **Work Plan (2019-2023)** (in the area of knowledge and communication) has been to **promote knowledge generation** and research to provide information on the living conditions of elderly people and to study and highlight their contributions to society. One of the proposed ways of achieving this was to create an observatory made up of experts, universities and research groups, to further our knowledge of the reality of ageing. Another way is to transfer the knowledge and experience of elderly people with notable careers, experts and people from other age groups, to elderly people who participate in the CAGG or in the processes it promotes, so as to provide new tools and encourage new leaders.







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## 1.3. Main initiatives 2019-2023

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Over the course of the past four years, the impact of the Covid-19 pandemic has meant the need for adjustments and the incorporation of new demands and future challenges. In this case, the “**List of action lines and proposals of senior citizens in relation to the Covid-19 crises**”, drawn up by the Senior Citizens’ Advisory Council (May-June 2020) and its update in September 2021, has highlighted issues that have been of concern for a number of years, but which the Covid-19 situation has shown need to be tackled more urgently. With regard to the rights of the elderly, the main proposals put forward are as follows:

-  **Guarantee non-discrimination on the grounds of age** and guarantee the rights and freedoms of elderly people, including the right to participation, bearing in mind that elderly people are not a homogeneous group.
-  **Establish protocols for forthcoming needs and future health crisis situations**, bearing in mind the digital gap among elderly people so as to put in place parallel measures.
-  Raise the visibility of, and respond to the **diverse needs of the elderly people** who are most vulnerable in a crisis.
-  **Guarantee decent incomes and pensions for all citizens**, protecting a public pension system that also provides dignified pensions in widowhood, and ensuring that everyone has enough to live on.



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The **main initiatives** in this area which have been developed and implemented over the last four years, both by the municipal authorities and the Senior Citizens' Advisory Council, despite the obstacles arising from the Covid-19 pandemic, include the following:




- Proposals for **combating age-related discrimination**, included in the *Process for identifying initiatives to address the impact of the Covid-19 pandemic on senior citizens' daily lives*.

-  The Senior Citizens' Advisory Council joined the board of associations with services for assisting victims of discrimination, which, together with the Office for Non-Discrimination (OND) and the Centre for Human Rights Resources (CRDH), make up the Discrimination Observatory.
-  The municipal government proposed the introduction of strategies to combat ageism, promoting communication campaigns.
-  They proposed specific anti-ageism training aimed at professionals and the application of administrative sanctions for institutional mistreatment and mistreatment by utility companies.
-  They proposed holding training sessions and workshops to raise awareness among elderly people of their rights.
-  They saw the need to strengthen protocols on good treatment in residential settings and assisted-living flats and to set up spaces for reporting cases of mistreatment.
-  They highlighted the need to shatter stereotypes about the elderly, promoting intergenerational initiatives and activities.




Since the start of the Covid-19 crisis, the Senior Citizens' Advisory Council (CAGG) has placed a greater emphasis on the issue of ageism, as this is a problem that has got worse in various social spheres. With the aim of tackling age-related discrimination, the CAGG is working with the Office for Non-Discrimination and the Human Rights Resource Centre to raise awareness of this discrimination and to combat ageism. The following actions are worth noting:

-  This collaboration also led to the incorporation of a section on ageism in the *2021 Barcelona Discrimination Observatory Report (2022)*, and work is being carried out to ensure this is continued in subsequent reports.
-  In 2022, work sessions on ageism and human rights were held through a collaboration with the Human Rights Resource Centre and the Office for Non-Discrimination.



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- With regard to preventing and reducing the **digital gap** among elderly people, the report on the outcomes of the “**Process for identifying initiatives to address the impact of the Covid-19 pandemic on senior citizens’ daily lives**” (July 2022) put forward various proposals and work lines:









-  Simplify the local government’s digital procedures and formalities.
-  Offer spaces and professionals to support and help elderly people to carry out digital procedures and formalities.
-  Implement initiatives to boost the digital skills of elderly people.

In this regard, Barcelona City Council, following the proposals of the Pact for Barcelona (2020), has increased the availability of free tech skills services as a citizen right, implementing the following initiatives:

-  In January 2021, they presented the report “Diagnosis of the digital gap in Barcelona” based on the results of a survey.
-  A new team of ICT (Information and Communication Technologies) Agents has been set up to offer advice and help people who are not adept in the use of new technologies to carry out digital procedures.
-  The new Cibernàrium has been opened in the Nou Barris neighbourhood, extending the availability of free technology courses, and bringing technological resources and knowledge within everyone’s reach. The aim is to reduce the digital gap and to provide more tools and resources in one of the districts in the city of Barcelona with the lowest socio-economic indicators.

For its part, the Senior Citizens’ Advisory Council has been addressing the digital gap among elderly people through the following initiatives:

-  In 2020, it wrote a letter addressed to the **Banking Association** and the **Association of Users of Banks, Savings Banks and Insurance Companies**, regarding the digital gap among elderly people. In this letter it called on the banks and savings banks to review their customer service protocols, with the aim of bringing back personalised assistance, particularly for elderly or vulnerable people who have greater difficulties using technology, and providing elderly people with the tools needed to ensure they do not become marginalised due to the digital gap.
-  Similarly, in 2021, the Senior Citizens’ Advisory Council forwarded to the City Council the “**Digital gap in banking institution services: in favour of age-friendly services**” declaration, attaching the letter sent to the **Association of Users of Banks, Savings Banks and Insurance Companies**, and calling on the City Council to make it a requirement for banks to provide their services in line with the demands set out by the CAGG in the letter sent in 2020.

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-  In 2022 and early 2023, the Senior Citizens' Advisory Council participated in a number of working groups and sessions on the digital gap and banking.
  -  The CAGG promoted the production of the book “Les dones del mocador verd. La lluita per unes pensions de viduïtat dignes. Història de l'Associació Ciutadana pels Drets de les Dones” (2022), [The women with the green neck scarf. The fight for decent widow pensions, History of the Citizen Association for Women's Rights], together with this association. The CAGG helped to produce the content, working on both the contextualisation of the document and the epilogue, reflecting on the process of bringing dignity to widow's pensions.
  - During the pandemic and lockdown, the Senior Citizens' Advisory Council chose not only to carry on with its usual work, but also to open new spaces for reflection and discussion on various issues of interest. In this way, as detailed in the document “**The voices of the elderly in the face of Covid-19. CAGG working groups (April-June 2020)**”, during this period they held a number of different work sessions on “Ageing with rights”, which are detailed below:
    -  “**Ageing with rights**” working group: This working group analysed the present and future of the situation of residential care for elderly people.
    -  “**Knowledge and communication**” working group: This working group looked at issues involving ageism and the media, and came up with communication strategies to raise the visibility of the work carried out by the CAGG, as well as their considerations and proposals.
    -  The Senior Citizens' Advisory Council also promoted two virtual talks on issues of concern for elderly people during the pandemic. In relation to the “Ageing with rights” theme, they held a talk on the “Present and future of residential care for elderly people. What should the future for elder care look like after the pandemic?” (June 2020).
  - The CAGG then held other work sessions and meetings relating to the “**Ageing with rights**” area of action, which included:
    -  Session of the “Ageing with rights” working group on dependency care (2022).
    -  The group also met to update the Council Declaration on updating the Income Sufficiency Indicator of Catalonia (IRSC) (2022), based on the declaration drafted and approved a few years earlier, in 2018. After years of calling for the freeze on this index to be lifted, it will finally be raised in 2023.
    -  Also worth mentioning is the → Senior Citizens' Advisory Council's participation in drafting the “Basic consumer guide for elderly people” (2022) promoted by the Municipal Consumer Information Office (OMIC). This is a basic consumer guide with information and recommendations to help elderly people, those in their lives and all citizens to know their consumer rights.

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## 2. Ageing with dignity

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## 2.1. Proposals from the 5th Convention

### The culture of lifelong caregiving

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1. **Launch new strategies to share** the *Open document on the rights and freedoms of senior citizens, with particular emphasis on dependent senior citizens*.
2. Promote a **culture of rights and responsibilities** for the elderly among the elderly themselves, professionals (particularly from social and health services and communication services), and the general public.
3. Promote a **care culture** based on social justice. Caregivers need to feel cared for and for this to happen, care work needs to be recognised, made less precarious and placed at the centre of public life.
4. Increase the available hours of the home care service and continue with the roll-out of social meals and the Respir and Respir Plus programmes. We have a positive opinion of the **new home care service model** in the social superblocs.
5. Urge the relevant authorities to **address the shortage of residential places** in our city to at least bring availability into line with the ratio in the rest of Catalonia, which is currently around three times higher. There is also a need to continue promoting new assisted-living housing and deploying alternative residential models.
6. Implement the **person-centred care** model in all services for elderly people, promoting the training of different professional groups and the definition of regulatory measures that facilitate the application of this approach.
7. Ensure that elderly people who live in residential care homes, in assisted-living housing or who receive home care services have access to **convenient participation spaces** to assess and make proposals on living conditions in the city and the services they receive.
8. Build, through a community and intergenerational approach, a comprehensive intervention framework to prevent, detect and attend to cases of **isolation and loneliness**, that respects individuals' freedom and includes factors associated with loneliness such as life stage, poverty and/or immigration processes.

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9. Promote a strategic plan that favours a culture of good treatment and **zero tolerance of elder abuse**, promoting collaboration networks among local residents, home care services, shops and primary care centres, and developing protocols to act against the elder abuse.
  10. Combat taboos around old-age and death that prevent people from knowing their rights, like having a living will document. Demand the **right to decide how we die**, because if we don't make the decision for ourselves, someone else will make it for us.

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## 2.2. Proposals from the Work Plan (2019-2023) of the Senior Citizens' Advisory Council

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The **Work Plan** (2019-2023) of the Senior Citizens' Advisory Council placed great importance on incorporating an area of action to ensure that the elderly are able to live, age and die with dignity. The objectives and initiatives that were incorporated in this area are as follows:

- **Combat loneliness and social isolation.**
- **Share the “Open document on the rights and freedoms of senior citizens” and other initiatives to promote good treatment.** Raise awareness of how the elderly should be treated and produce an Easy-to-Read version of the document to distribute to all facilities, in addition to incorporating the rights and freedoms of the elderly in the professional training of social and health services, residential care homes and others.
- **Continue to deploy measures to combat age-related discrimination, through the “Soc gran, i què?” [I’m old, so what?] project.** Offer CAGG exhibitions (“Soc gran, i què?” and “Soc fotògraf/a” [I’m a photographer]) to facilities and work with the third sector on joint actions to combat discrimination.
- **Combat elder abuse.** Monitor the protocols for combating mistreatment and finding spaces for collaboration to move towards zero tolerance of all forms of mistreatment.
- **Reinforce person-centred care, prioritising care services.** Take action to dignify caregiving work.
- **Work to support dignified death.** Promote living will documents and carry out awareness-raising work.




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## 2.3. Main initiatives 2019-2023


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Over the past four-year period, despite the impact of the pandemic mentioned earlier, the Senior Citizens' Advisory Council has worked to update specific measures needed to defend and preserve the dignity of elderly people, which include the **“List of action lines and proposals of senior citizens in relation to the Covid-19 crises”** (2020, updated in 2021):

- **The situation of residential care homes for elderly people.** There has been a particular focus on this proposal, due to the multiple critical situations that residential care homes for the elderly experienced over the course of the Covid-19 pandemic.


 They have called for guarantees that all residential care homes will have the prevention and protection resources they need and sufficient, qualified staff who have guaranteed labour rights.


 They have called for aspects of the residential care model to be modified in order to provide quality, person-centred care.


 They demand and insist that the city of Barcelona needs to have sufficient residential places, with a quantity equivalent to the Catalan average.

They also call for work to be carried out on the following aspects:

 Expanding the provision of assisted-living housing and other housing models.


 Monitoring to prevent cases of abuse, as well as auditing the operation of residential care homes.


 Increasing the primary care service to prevent oversaturation. Greater coordination between social services and health services is needed.

 Championing a system of public, not-for-profit residential care homes.

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- **Addressing job insecurity in social and health care settings and moving towards a new caregiving model.**


-  Change the situation of professionals (mostly women) who care for elderly people and who experience job insecurity, and provide support for care workers and caregivers.


-  Move towards a person-centred caregiving model and the implementation of the social superblock model.

The CAGG feels that the shortcomings of the health system due to the cut-backs following the economic crisis of 2008 have been exposed.


- **Protecting the right to health and to dignity in death.**

-  Reverse the cuts to the Act on the Promotion of Personal Autonomy and Care of Dependent Persons, in order to reduce waiting lists.

-  Guarantee support facilities to provide end of life support, respecting the living will document.

-  The CAGG also calls for the promotion of policies and initiatives related to mental health to support people who have experienced trauma as a result of the Covid-19 crisis.


- **Mitigate the effects of the pandemic on elderly people.**

-  Address the psychosocial effects of lockdown and alleviate the emotional distress and negative effects on the mental health of elderly people.

- Through the “**Ageing with dignity**” working group, the Senior Citizens’ Advisory Council held a number of work sessions relating to the crisis caused by the Covid-19 pandemic, which were detailed in the document “**The voices of the elderly in the face of Covid-19. CAGG working groups (April-June 2020)**”. In this case, work and position sessions were held on the following two issues:

-  Ageism and violations of the rights of the elderly during Covid-19.


-  Covid-19 and elder abuse.


-  In relation to mistreatment, the CAGG joined the “Movement to stop the elder abuse”, made up of various associations, administrations and other agents, and participates in its working groups, conferences and other initiatives.

- With regard to **promoting community action**, the different initiatives that have been and continue to be carried out by **Barcelona City Council**, and which are detailed in the latest follow-up report on the Pact for Barcelona (2022) are highlighted. Social services have been reinforced and coordination with the social and association network has been improved, with the development of various programmes and projects:

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» The programmes to help guarantee the **right to food** have been consolidated, promoting sustainability and proximity, and the number of programmes for identifying elderly people who need a meal home delivery service have been increased.


 The “**Alimenta**” project has been launched with the goal of addressing the basic food needs of the whole population. Currently three of the four kitchens are up and running, and will serve over one hundred people referred by social services or social organisations in the areas where the Alimenta service operates.

 Between 16 March and 30 November 2020, due to the Covid-19 lockdown, a number of different emergency measures were put in place in Barcelona to distribute meals in collaboration with social organisations and other solidarity initiatives. The “**Àpats en companyia**” [Meals in company] programme, from March 2020, adapted to a new home delivery modality. This led to a 120% increase in the number of people receiving meals through the **Meal Home Delivery Service** and a 58% increase in the number of meals served since the start of the pandemic.


» With regard to **caregiving**, over the last few years the “**Government measure for the democratisation of caregiving**” (2017-2020) has continued to be deployed, offering initiatives to change the way the caregiving model is organised, from a transformative and feminist viewpoint. To achieve this aim, the “Government measure for the democratisation of caregiving” set three main goals:








 To recognise caregiving as a central part of the city’s socio-economic life.


 To promote the shared responsibility of all the social players when it comes to guaranteeing the right to quality, dignified care.

 To reduce the social and gender inequalities that characterise caregiving, for both those providing and receiving these services.

In the same vein, Barcelona City Council has highlighted the need to recognise **caregiving as a collective responsibility**, which should affect men and women in the same way. In this regard, it is promoting the local care and assistance model to improve caregiving, particularly for elderly people and people with disabilities, through the following projects:


 The **Caregiving Superblock** project, which consists of creating teams of between 10 and 15 care professionals who provide care for between 60 and 70 people who use the Home Care Service and who live in the same area. This project helps to improve community connections, the quality of the care received and the working conditions of the staff. In October 2020 the caregiving superblocks had been rolled out at 8 points in the city, providing a service to 550 SAD service users and with around a hundred professionals. By 2022, Barcelona had 25 superblocks and it is expected that over the coming years a minimum of 60 will be deployed. The Senior Citizens’ Advisory Council has supported this project.


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-  **The Vila Veïna** project has been rolled out in communities of between 10,000 and 30,000 inhabitants and aims to respond to their care needs, making local residents aware of the services available in their neighbourhoods and promoting specific measures to improve the situation both of the caregivers and the people who receive the care. In October 2021, the local roll-out of the Vila Veïna project got underway in four of the city's neighbourhoods (Vilapicina i la Torre Llobeta, la Marina, Provençals del Poblenou and Congrès i els Indians). Over the course of 2022, it was rolled out in a further twelve areas (Badal, El Gòtic, Camp de l'Arpa del Clot, El Carmel, El Maresme, Horta, Dreta de l'Eixample, Maternitat i Sant Ramon, La Prosperitat, Trinitat Vella, Vila de Gràcia and Sant Gervasi de Cassolles). The City Council aims to promote the Vila Veïna project throughout the city, implementing 115 experiences.
  -  In 2019 “**Barcelona cuida**”, an information, guidance and advice space for professionals, families and the general public, was created. It is a meeting space for key local agents linked to the care sector, and has already assisted 3,000 people and helped create 137 contracts for home workers with fair and decent conditions.
  -  Due to the lockdown, Biblioteques de Barcelona had to stop the Home Reading and Library Loan Service. However, it set up the telephone reading programme “**A cau d'orella**”, aimed at elderly users of the home library loan service. This programme has been maintained and is currently being implemented in sixteen libraries in the city. Meanwhile, in May 2021, the Home Library Service resumed for elderly people and people with mobility issues.
- » The impacts of the Covid-19 pandemic have laid bare the need to **review the residential centre model**, as shown by the CAGG in its “List of action lines and proposals of senior citizens in relation to the Covid-19 crises”. There is a need to ensure that regulations are complied with and to strengthen home care and telecare services. To this end, Barcelona City Council has carried out the following initiatives:
-  During the peaks of the pandemic, they worked with the Government of Catalonia, and particularly the Health Department, to ensure the situation in Barcelona's residential care homes was monitored, putting in place the control and support mechanisms needed to reduce the impact of Covid-19 on residential care homes in the city. At the same time, the City Council has been working on designing a new model for residential care homes, even though this is the responsibility of the Government of Catalonia.
  -  It has carried out a communication campaign to ensure that people over the age of 75 who live in their own home have information on telecare services and are able to request them if they need them, simplifying the procedures to sign up for this service.
  -  They are redesigning the shared spaces in residential buildings so as to promote community life.
  -  During the pandemic, they worked together with the Office for Residential Care Homes and with the Hotel Salut Social and the quarantine support programme, to ensure that people with Covid-19 with the greatest social difficulties were able to isolate properly.


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-  In 2021, Barcelona City Council launched a joint project with the Government of Catalonia to improve the thermal comfort of residential facilities for elderly people.


As part of this review of residential care homes, in February 2022, Barcelona City Council started work on the renovation of the Parc del Guinardó residential facility, and in October of this year, work will begin on the Josep Miracle centre in the Sants neighbourhood. The works respond to the need to increase the number of residential places in the city, to adapt the facility's infrastructure to the needs of residents and to move towards a less hospitalised model.


- » The Covid-19 pandemic has required the municipal government, as proposed by the CAGG, to implement measures to address issues relating to the **mental and emotional health of elderly people**, which had not specifically been addressed before. The specific measures carried out in this area are as follows:

-  **Emergency mental health plan.** In 2020 it had a special budget allocation, which was extended in 2021. The emergency plan initiatives included setting up psychological and emotional helplines for the whole population, for the professional groups affected and for particularly vulnerable groups.

-  The “**Vostè com està?**” [How are you?] initiative was carried out, consisting of making phone calls to provide emotional support to people over 70 years of age in the city who were not connected to any municipal services. The programme has contacted 53,382 people aged between 70 and 84, and 190 cases have been referred to specific psychological support services to address particular needs that were detected. This programme is not currently running, as it was part of the measures in the early stages of the pandemic.


-  **Mental health committees** have been launched in all the city's districts with the participation of professionals and services linked to each area. In 2020 and the first half of 2021 a major push was made to set up all the district committees across the city, and each district now has a mental health committee up and running. This has involved the co-participation of more than 350 services, associations and organisations from the city, coordinated through the Barcelona Mental Health Plan (2016-2022).


-  **Bereavement support groups** have been set up in conjunction with the city's library network. Between October 2020 and December 2021, 21 support groups were held.


-  The mental health plan also included the Konsulta'm space, a psychological support service which is currently available in all the city's districts, and which initially was aimed specifically at children, adolescents and young people. However, later, as part of the mental health emergency plan, the **Konsulta'm+22** service was created for people over 22 years of age, and is currently available in Ciutat Vella, Sants-Montjuïc, Horta-Guinardó, Nou Barris, Sant Andreu and Sant Martí. Their main aim is to detect and attend to cases of suffering and emotional distress and mental health problems.


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» One of the new goals established in the conclusions of the 5th Convention was the development of a comprehensive intervention framework to prevent, detect and attend to situations of **loneliness and social isolation**, as laid out by the CAGG in its Work Plan (2019-2023). The initiatives carried out by the City Council in this area are presented below:


 The “**Government measure for a Municipal Strategy Against Loneliness**” (2020) was created, presenting the methodology and work plan that would enable the municipal strategy against loneliness to be achieved.

 The “**Municipal strategy against loneliness**” 2020-2030 (2021) was developed, presented as a flexible road map that could be adapted to social changes and new realities. The strategy is structured into four broad strategic lines, which are broken down into 25 specific objectives. It also includes an action plan for up to 2024, which will continue to be deployed until 2030 through the second action plan (2025-2030). → The CAGG helped to draw up this strategy through participation and sharing sessions, putting forward various proposals that emerged from the Work Plan itself (2019-2023) and from specific sessions held through the “Ageing with dignity” working group.


 A **specific website** has been launched (<https://ajuntament.barcelona.cat/drets-socials/ca/barcelona-contra-la-soledat>) with information on all the municipal services and programmes aimed at tackling loneliness, and with news and updates on the municipal strategy.


 The **Barcelona Loneliness Observatory** has been set up, analysing loneliness in the city and across Europe, and collecting best practices in the fight against loneliness, both at national and international level.


 The **Scientific Advisory Council on Loneliness**, made up of leading scientists in their area of expertise, was set up and started work in July 2020. It is a space for reflection and the exchange of knowledge from different disciplines and for proposing measures and initiatives to be promoted.








 **Community reference spaces (ECOR)** have been set up to combat loneliness and isolation and to create mutual support links, in the neighbourhoods of El Clot and El Guinardó.

» Another area highlighted at the 5th Convention was **housing**. In this area, the municipal government is carrying out the following lines of action:

 Work has begun on a pioneering new facility in the Ciutat Vella district, the first of its kind in Barcelona, which will combine a social and cultural centre for elderly people and accommodation with community services in the same building.

 New forms of accessible housing that foster personal autonomy are being promoted (with services, shared apartments, etc.) for elderly people and people with disabilities.

 Up to 2023, senior citizens had been given keys to 475 assisted-living housing units in 6 different developments that are in the process of being completed and which come in addition to the more than 1,400 units already completed in earlier developments. These social housing units have shared services and, at the same time, private accommodation for each household.

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-  An agreement has been signed with social entities for 6 co-housing or cooperative housing developments, in which places will be reserved for elderly people and people with intellectual disabilities.
  -  With regard to the housing models, the Senior Citizens' Advisory Council has been fostering discussion around the various alternatives through the respective working groups, participation in other forums such as the Barcelona Social Housing Council, and activities at the Convention. One of the aspects that has been discussed is caregiving in the new types of cooperative housing.
  -  The Senior Citizens' Advisory Council has wanted to focus on raising the visibility of **gender violence against elderly women**. So, in 2022, as part of a session of the "Ageing with dignity" working group, experts from the Aroa Foundation were invited to present the study "Gender violence against elderly women: a feminist and intersectional approach", which was commissioned by the Catalan Women's Institute. This session was also an opportunity for the CAGG to start building a partnership with the Catalan Women's Institute in order to raise awareness of this issue.
  -  The Senior Citizens' Advisory Council also made contributions to the **Plan for Gender Justice 2021-2025**, drawn up by Barcelona City Council's Area for Social Rights, Global Justice, Feminism and LGBTI Affairs. This Plan has become a key instrument for combating gender inequalities and transforming the city from a feminist perspective. Its objectives include strengthening the mechanisms that ensure women's political, social and technological participation, regardless of their age, origin or social status. In this case, the Senior Citizens' Advisory Council was able to make contributions relating to different aspects of elderly women's lives, such as the digital gap, mental and emotional health, unwanted loneliness and the impact of Covid-19.
  -  Over the past four years, the Senior Citizens' Advisory Council has also wanted to address the issue of the **right to die with dignity**. The "Ageing with dignity" working group held a discussion on the changes brought about by the Euthanasia Act (approved in 2021) and the effectiveness of living wills. For the initiatives in this area and also to promote living wills more widely, the CAGG works with one of its member associations, the Dret a Morir Dignament [Right to Die with Dignity] association.
  -  In 2022, the Senior Citizens' Advisory Council also participated in a workshop on the **Climate Shelter Network**, organised by Col·lectiu Punt 6. The aim of this workshop was to identify the everyday needs of elderly people in Barcelona in relation to their use of and information on the city's Climate Shelter network, made up of public facilities and spaces set up to provide suitable levels of thermal comfort and prevent serious health problems.
  -  Furthermore, as proposed in the conclusions of the 5th Convention and as set out by the CAGG in their Work Plan (2019-2023), the "**Open document on the rights and freedoms of senior citizens, with particular emphasis on dependent senior citizens**" was reviewed and updated in September 2021. With this document, the Senior Citizens' Advisory Council aims to continue encouraging a culture that promotes participation and the right to decide, fostering the autonomy of elderly people, particularly dependent elderly people, and all citizens.

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# 3. Participating in later life

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## 3.1. Proposals from the 5th Convention

### City, everyday life and diversity

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1. The Senior Citizens' Advisory Council of Barcelona needs to reinforce its position as a proactive agent in participation, in the **definition and design of public policies** and in monitoring and evaluating them.
2. Improve the effectiveness of **communication with citizens** and participation councils to promote and raise awareness of the contributions and initiatives carried out.
3. Draw up strategies to **promote greater participation** in organisations, getting elderly people interested in volunteering and encouraging them to join associations and get involved in more political forms of participation.
4. Reinforce the role of senior citizens' councils in the districts, and ensure they are run in a way that is adapted to new needs and which promotes **opportunities for empowerment**.
5. Move towards the application of an **intergenerational solidarity** perspective and seek ways of forming connections. Propose and renew collaboration commitments with the Youth Council and other sectoral and regional participation councils.
6. Promote a more plural and diverse participation in which the voices of elderly women, as well as **elderly members of the LGBTI community**, immigrants and people with functional diversity are heard.
7. Promote a model of facilities and spaces for the elderly where the elderly themselves play a more prominent role in management and decision-making, prioritising **teamwork** and involvement in social and community life. The service users, along with the Senior Citizens' Advisory Council itself, should play a role in the deployment of any new model.
8. Promote, with the collaboration of various public and private agents, the **Barcelona Commitment to an Age-Friendly City**.
9. Demand a **mobility and public transport system** that is age-friendly, safe and accessible.
10. Promote **community projects for social cohesion**. Projects that help to combat rumours and stereotypes, and which tackle loneliness and isolation, and which reduce inequalities through mutual support that supplements services.

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## 3.2. Proposals from the Work Plan (2019-2023) of the Senior Citizens' Advisory Council

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Making possible plural and diverse participation that favours learning and gives a voice to all elderly people has been included as one of the main areas of action in the Work Plan (2019-2023) of the Senior Citizens' Advisory Council. Detailed below are the most significant goals and initiatives in this sphere:

- **Moving towards more plural and diverse participation.**

Incorporate in the Council's internal regulations, when they are being renewed, aspects that enable greater inclusion and representation of the diversity of elderly people in the city.

Promote work and interaction with other sectoral councils (for example, joint meetings and sessions with different councils) and facilitate the participation of other participation forums in the CAGG, particularly those that advocate for people in situations that are under-represented in the CAGG. A proposal has also been made to work more closely with the entities that are part of the Council and with other sectoral councils so as to foster greater participation of elderly people who are members of the organisations.

- **Improve coordination and work jointly with senior citizens' district councils.**

In conjunction with the senior citizens' district councils, a work plan needs to be drawn up to revitalise these forums, and the creation of sectoral councils of elderly people needs to be promoted in all districts that do not currently have one. A proposal has also been made to promote different joint participative debates with the senior citizens' district councils.

- **Promote the participation of the elderly in the city.**

Promote open participatory processes for all elderly people in the city, such as forums on specific issues, or participation in the drafting of the Municipal Action Plan.

Coordinate conferences and discussions on issues of interest, with the participation of other age groups and experts.

The 6th "Voices of Senior Citizens" convention was organised through an extensive participatory process.

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A proposal has been made to promote digital participation through the Decidim Barcelona platform.

- **Guarantee opportunities for the participation of frail or dependent elderly people.**

In collaboration with Espai Barcelona Cuida, reinforce the working group for frail elderly people who need continuous care and assistance, and use the pilot experience of this group to promote new initiatives along these lines in services and facilities for frail elderly people.

Facilitate participation in the CAGG of frail elderly people.

- **Work to ensure the implementation of the right to culture and lifelong learning.**

Promote awareness-raising and empowerment initiatives to ensure access to learning opportunities, particularly for elderly women.

Develop cultural proposals that are then promoted at elderly people's spaces so as to favour their access to quality cultural experiences and lifelong learning.

Strengthen the best practices that help to improve elderly people's ability to use technology.

The CAGG's Work Plan (2019-2023) also includes another area of action to help make Barcelona an age-friendly city. The goals and initiatives proposed in this area are as follows:

- **Continue promoting the "Barcelona, an age-friendly city" plan.**

Continue work on the deployment of the age-friendly city plan and follow up on the proposals, paying special attention to the aspects of mobility, public space, accessibility and housing.

Increase Barcelona's presence and participation in age-friendly city and community networks.

- **Ensure the effective development of an age-friendly culture in the city.**

Put age-friendliness on the political agenda and highlight it as one of the main areas of the Strategy on Demographic Change and Ageing.

Deploy the "Barcelona, age-friendly city" commitment, with a strategy focused on everyday life and on social relationships as a key element in the fight against loneliness.

Identify, recognise and promote age-friendly best practices, raising awareness of age-friendliness and highlighting initiatives and experiences in order to involve all of society to make Barcelona a more age-friendly city.

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Furthermore, the Work Plan 2019-2023 also includes the goal of **improving communication regarding elderly people and raising their visibility.**


- Promote education and awareness-raising campaigns on issues that affect and concern elderly people, and on their different situations, interests and initiatives.
- Share various issues such as the CAGG's position on residential care homes, the voices of the elderly, whose views are expressed through the Council itself, and the work this body does or the volunteer work carried out by elderly people.
- Draw up recommendations aimed at the media so that they can address issues related with elderly people, taking into account their rights and their diversity, and seek out collaboration commitments to make their demands visible.

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### 3.3. Main initiatives 2019-2023


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In the previously mentioned “**List of action lines and proposals of senior citizens in relation to the Covid-19 crises**” (2020 and updated in 2021), produced by the Senior Citizens’ Advisory Council, various aspects have been taken into account relating to the participation of elderly people and spaces for interaction:


 **Spaces for interaction and the everyday life of elderly people.** Ensure activities continue in elderly people’s social and cultural centres and spaces for interaction, and emphasise the construction of social relationships that promote participation.

 Promote public spaces and modes of transport that are age friendly.


 **Recognising and supporting civil society and professionals.** The value of volunteering, community initiatives and the work carried out by essential services needs to be recognised, particularly in the social and health spheres and in relation to the care and assistance elderly people receive in residential settings and their own homes. There is also a need to ensure that all organisations, including small ones, have the possibility of applying for public resources to guarantee their survival.


 Before the outbreak of the Covid-19 pandemic, between January and March 2020, the Senior Citizens’ Advisory Council carried out an initial session of each of the working groups set up to implement its Work Plan for 2019-2023. At the same time as these initial sessions were being held, a specific group was created to prepare the CAGG’s contributions to the **Municipal Action Plan (PAM) 2020-2023**. Based on the work of this group, a series of proposals were formulated in a specific session with the CAGG as part of the participatory process to draw up the PAM, which consisted of in-person sessions and an online part on the **Decidim Barcelona** platform, with the slogan “**Decide on the city you want**”. The participatory methodology used through this platform opened the door to ensuring that all people - including elderly people- regardless of their level of participation in the city’s network of associations, could make decisions on important issues to be included in Barcelona’s political agenda.

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 In the period between the 5th and 6th Conventions, the Senior Citizens' Advisory Council has helped to define and draw up a number of different strategic documents, putting forward policy proposals on ageing in the city of Barcelona, and on other, more general issues. These documents were either developed with the key aim of mitigating the effects of the Covid-19 pandemic or had to incorporate this unforeseen aim, but without overlooking the 2030 horizon set in various municipal strategies and also the Sustainable Development Goals. This was possible thanks to the involvement and participation of the Senior Citizens' Advisory Council and its groups and members, which enabled the incorporation of a large number of contributions that made up the conclusions of the 5th Convention, and the proposals that the Senior Citizens' Advisory Council maintained both in its Work Plan (2019-2023) and in the "List of action lines and proposals of senior citizens in relation to the Covid-19 crises" (2020).

Of note within this framework are two of the main documents produced by **Barcelona City Council** in conjunction with the CAGG and other associations and agents in the city to respond to the needs arising from or exacerbated by the Covid-19 pandemic:


 **"Pact for Barcelona. A new impetus for the city"** (2020) and the subsequent follow-up reports, the latest of which was published in March 2022. This is an instrument agreed with all the political parties represented in Barcelona City Council and with multiple associations, social agents and other actors in the city, so they can join forces and promote the recovery of the city during the pandemic and with a view to the future in terms of economic, social and health aspects. The Pact document included some of the proposals put forward by the Senior Citizens' Advisory Council. The CAGG also included these proposals, along with others that were not in the Pact, in its "List of action lines and proposals of senior citizens in relation to the Covid-19 crises" (2020 and 2021).

 **Report on results of the "Process for identifying initiatives to address the impact of the Covid-19 pandemic on senior citizens' daily lives"** (July 2022). This process took place within the framework of the "Strategy on demographic change and ageing 2018-2030" by the Directorate of Ageing and Caregiving of the Area for Social Rights, Global Justice, Feminism and LGBTI Affairs at Barcelona City Council. It was produced with the participation of various agents and associations as well as the CAGG, which through various work sessions identified the needs and challenges that the pandemic had given rise to or exacerbated. The proposed initiatives put forward were structured into six work lines. As such, it is important to highlight the involvement of the Senior Citizens' Advisory Council in the process of drafting this document and to remember how important it is to implement this strategy. That's why all the political parties represented in City Council - through a proposition approved in the plenary session of January 2019 - were urged to commit to ensuring the continuity of the programme framework set out. The six work lines into which the various proposals and actions set out in the report are structured are as follows:


- Reinforcing support for caregivers and care workers.
- Promoting healthy ageing.
- Reinforcing emotional well-being and addressing and supporting people in distress.
- Preventing and reducing the digital gap and its impacts.
- Reactivating and expanding social relationships, participation and volunteering.
- Combating discrimination.


- With regard to the municipal government's response in the area of **mobility**, as set out in the Pact for Barcelona follow-up report (2022), the aim is to move towards a new urban model based on proximity, giving new impetus to sustainable mobility and reducing emissions. Specifically, the aim is to promote and lend prestige to public transport, ensuring it is adequately funded and improving accessibility, frequency and connectivity. The contributions in this area include the following:
  -  During the 2021-2022 period, public transport fares were frozen.
  -  The Barcelona urban mobility plan 2024 was definitively approved and contains a total of 60 lines of action and more than 300 measures to achieve a safer and healthier and more sustainable mobility system. This plan has set a target that by 2024, some 81.52% of journeys will be made on foot, by public transport or by bicycle. In this way, it prioritises pedestrians and emphasises measures that foster the use of public transport.
  -  Public transport has been reinforced and improved. The most significant measure was the approval of the Tram project, which will connect the Glòries section with Verdaguer, thus moving towards a significant improvement in metropolitan connections.
  -  In this line, between 2020 and 2021, the Senior Citizens' Advisory Council participated in the discussions that were part of the participatory process to draw up the **Urban Mobility Plan 2024** and also made contributions in various working group sessions held with Transports Metropolitans de Barcelona (TMB). It put forward proposals for a more equitable, accessible and age-friendly approach to mobility, and also to guarantee a safe, accessible and inclusive public space that takes elderly people into account.
- With regard to **accessibility** and the elderly, Barcelona City Council aims to design a public space centred around pedestrians, guaranteeing universal accessibility through age-friendly implementation. As well as the above-mentioned initiatives, other smaller-scale projects have been carried out based on existing plans:
  -  The Neighbourhood Plan has carried out 15 projects in public spaces, where improving accessibility has been one of the goals and challenges to address.
- With the aim of promoting **access to culture** programmes, particularly for vulnerable groups and those at risk of social exclusion, the municipal government, as detailed in the Pact for Barcelona follow-up report (2022), has carried out the following initiatives:
  -  It has passed the **Government Measure on Cultural Rights** with the promotion of the "**Fem cultural!**" [Let's Make Culture] plan, aimed at ensuring access to culture, participation and the right to contribute to the city's cultural life. This Plan runs until 2023.
  -  **A joint project has been launched between Culture and Social Services in municipal residential care homes** with the aim of implementing cognitively stimulating activities for the elderly people who live there. This project, "**El museu s'apropa**", has been made possible thanks to the collaboration with the **Apropa Cultura** programme and four of the city's museums, and has brought these museums closer to elderly people who have had difficulty enjoying the city's cultural life.

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 The City Council has passed the **Barcelona Interculturality Plan 2021-2030**. The **CAGG** took part in the participatory process to draw up the Plan, **discussing issues surrounding interculturality and putting forward proposals, mainly through the working group “Participating in later life”**. Some of the contributions had to do with local municipal socio-cultural facilities, such as libraries, civic centres, old people’s centres, and neighbourhood centres, among others, which play a key role as facilitators of community life in the city. A proposal was made to incorporate the intercultural perspective across all activities carried out with the aim of meeting the needs of the neighbourhood and reflecting its diversity.


- During the pandemic and lockdown, the Senior Citizens’ Advisory Council continued to meet up, both through its formal bodies and through its working groups - the results of which resulted in the document **“The voices of the elderly in the face of the Covid-19 crisis. CAGG working groups (April-June 2020)”**- and it also organised online discussion groups which addressed various issues of interest. The sessions and debates relating to the “Participating in later life” area of action are detailed below:


 The **“Participating in later life”** and **“Friendliness and everyday life”** working groups jointly discussed “Ageing and participating in age-friendly environments: social relationships and participation to create age-friendly environments. The challenges of the pandemic”.


 The Senior Citizens’ Advisory Council promoted two virtual talks on issues that were of concern to elderly people during the pandemic. In relation to the “Participating in later life” area of action, a session was held entitled “The effects of the lockdown and lifting of the lockdown on the social relationships of elderly people and participation spaces” (22 June 2022).

- A number of the Senior Citizens’ Advisory Council’s working groups held other sessions and work meetings:






 In 2021, the **“Participating in later life”** working group held sessions and made contributions relating to sectoral and regional participation, and on interaction and coordination between the CAGG and other sectoral councils, and with district-level participation forums for elderly people. They continued working on this issue in the conference on participation at the 6th “Voices of Senior Citizens” convention.







 Between 2020 and 2021, the **“Friendliness and everyday life”** working group resumed the Council’s work on age-friendliness, and produced documents - which were passed on to the Plenary and the Permanent Commission - on how to give impetus to a commitment to working together with all the city’s agents to create a more age-friendly Barcelona.

 They also worked on boosting relations with age-friendly city networks, and to this end participated in the 3rd Meeting of Local Authorities of the Age-Friendly Cities and Communities Network, organised by IMSERSO as the coordinator of the Spanish network, in accordance with the World Health Organisation, which promotes and coordinates the network at a global level.

 The working group on “Knowledge and communication” held a number of meetings, and meetings were also held for the CAGG newsletter subgroup.



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-  In addition, the cross-cutting working group which was set up during the pandemic and continued meeting afterwards, as well as the working group for the 6th “Voices of Senior Citizens” convention, held meetings.
  -  Between 2020 and 2021 the “Participating in later life” working group held various sessions on **lifelong learning**, based on which the Senior Citizens’ Advisory Council was able to make contributions to the Municipal Advisory Council for Universities (CAMU) on training and learning proposals for elderly people.
  -  Also between 2020 and 2021, preparatory working sessions were held to mark the **30th anniversary of the Senior Citizens’ Advisory Council**, which was created in 1991. A number of proposals came out of these sessions, resulting in events to celebrate 30 years of the CAGG, such as an event recognising the Council and its members, the official opening of a participatory mural -which was designed through working sessions with a group from the Council-, and a concert to celebrate the anniversary.
  -  As part of the celebration of the CAGG’s 30th anniversary, the Council opened a new communication channel, **The Voices of Senior Citizens**, the Senior Citizens’ Advisory Council newsletter, which seeks to be a communication and promotion channel for the work carried out by the Council and the district councils and commissions, to give a voice and participation opportunities to all elderly people in the city. It also reports on actions of interest that are carried out by the City Council and other organisations or agents. Meanwhile, the **CAGG website** has been redesigned and is also used to promote and share proposals and demands put forward by the Council.
  -  The Senior Citizens’ Advisory Council participated in **FiraGran**, an annual event for promoting active ageing among elderly people, where Barcelona City Council has its own stand. At the latest edition, which took place from 19 to 21 October 2022, the CAGG participated on the municipal stand, as it had in previous years. This year, the focus of the stand was “Barcelona, an age-friendly city”. It also held a session in the fair’s Àgora space to explain the process behind the 6th “Voices of Senior Citizens” convention. It also took part in the professional conference at the fair entitled “The participation rights of elderly people: strategies to promote, encourage and guarantee them” with a talk about “30 years of the CAGG, 20 years of conventions”. The Council’s participation in **FiraGran** has grown and improved over the years, with debates and specific initiatives as mentioned above, and the CAGG will be back again at the next edition, which will take place from 26 to 28 April 2023.

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- Between September 2022 and March 2023, the CAGG promoted the participatory process of the **6th “The Voices of Senior Citizens” Convention**, with the slogan **“Let’s participate to guarantee rights. Come and make yourself heard”**. A number of participatory events were held:
    -  The “Let’s get the 6th Convention underway” event, which took place on 21 September 2022 at the Lleialtat Santsenca civic centre.
    -  The “Making progress on participation” event, which took place on 16 November 2022 at the Born Culture and Memory Centre.
    -  On 23 November 2022, the 1st Citizen Exchange on caregiving took place at the Vil·la Florida Civic centre.
    -  On 18 January 2023 the 2nd Citizen Exchange was held, addressing the issue of dignified death, at the Casal de Barri i Espai de Gent Gran Transformadors neighbourhood and elderly people’s centre.
    -  On 8 February 2023, the 3rd Citizen Exchange took place, addressing the issues of ageism and discrimination, at the UPF Barcelona School of Management.
    -  There have also been a number of smaller scale local-level initiatives, one-off activities about specific issues, local debates in the districts and work sessions in residential care homes, Furthermore, convention spaces have been opened on VinclesBCN and on the digital participation platform Decidim Barcelona.


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## 4. Compilation of statements and positions of the Senior Citizens' Advisory Council

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Over the past four years, the Senior Citizens' Advisory Council, in addition to the initiatives mentioned here, has made statements and has adopted positions on various issues that impact the rights and lives of the elderly and matters that have shaped the political agenda over this four-year period. Detailed below are the various statements and positions adopted, some of which were mentioned in the explanation of the work carried out, while other, more specific ones are only mentioned here:

- Statement on the situation caused by the coronavirus (March 2020).
- Update of the Council's position on the current state of the pandemic (April 2020).
- CAGG manifesto to mark the 30th International Day of Older Persons 2020 (1 October 2020).
- "The voice of the CAGG: digital gap": letter addressed to the Banking Association and the Association of Users of Banks, Savings Banks and Insurance Companies concerning the issue of the digital gap among elderly people (2020), and the subsequent statement "Digital gap in banking institution services: in favour of age-friendly services" (2021).
- Statement from the CAGG to guarantee the right to vote of elderly people who live in residential care homes (approved 3 February 2021).
- Document about the centenary of the League of Nations conference held in Barcelona (approved 24 November 2021).
- CAGG declaration on updating the Income Sufficiency Indicator of Catalonia (IRSC) (approved on 28 March 2022).
- CAGG declaration to mark the 32nd International Day of Older Persons, in 2022. Recognition and visibility of elderly women (1 October 2022).



**Review of outcomes  
of proposals from the  
5th “Voices of Senior  
Citizens” convention**

**Review  
July 2023**

**Department of Social  
Participation.**

**Area for Social Rights,  
Health, Cooperation  
and Community.**

**Consell Assessor  
de la Gent Gran**