



Project S.T.E.P.S. *Shared Time Enhances People Solidarity*

Municipality of Verona (Italy)

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Il presente documento rispecchia il parere dell'autore e l'Autorità di gestione dell'Iniziativa dell'Unione Europea U.I.A. Urban Innovative Actions non è responsabile per l'uso che può essere fatto delle informazioni in esso contenute.

- ✓ European initiative **U.I.A. Urban Innovative Actions: urban challenges** - topic of *demographic change*; test of **innovative, measurable and transferable solutions**;
- ✓ the **S.T.E.P.S. project** and the key issue of “**loneliness**” (consequence of the demographic change – ageing of the population, low birth rate, increase in single-person households, etc.);
- ✓ area of interest: the **3rd District of the Municipality of Verona (approx 60.000 inhabitants and 13 neighbourhoods)**;
- ✓ Municipality of Verona + 7 local partners;
- ✓ 3 dimensions combined: **physical** (spaces: places of encounter), **human** (relationships: the core of the project), **digital** (to facilitate the relationships and the connection between physical and human dimensions)

STUDY OF THE PHENOMENON

Creation of a statistical index - **LoLix *Levels of Loneliness Index***:

- analysis of key aspects of the **quality of life** and potential **causes of loneliness** (economic, socio-relational, psycho-physical dimensions),
- demographic characteristics of the 3rd district,
- **quantitative survey** on a sample population (long questionnaire),
- treatment + control groups,
- tool to measure the **project impact** (M&E),
- in the long term (short questionnaire): useful to **policy makers** to have a frame of wellbeing/malaise of the community and make more targetted, effective and sustainable decisions.

TERRITORIAL SYSTEM to tackle the multiple causes of loneliness:

- 1) INFORMAL SPACES, places of intergenerational dynamics, of social integration and relations between peers/ neighbours, where people can exchange time/ resources/ competences, deliver informal services/ initiatives, organize events
 - **STEPSPoint**: public spaces, social, economic and welfare hub with different profiles and free-access offers (e.g. Community bank, FabRepair Cafe, general services - job, financial, bureaucratic issues, etc.),
 - **declining open/ closed places** in the neighbourhood to be restored (practices of **urban regeneration + self-building**) as anchor points of new sociality/economy,
 - ground floor and common areas in big **residential complexes** (public/ private),
 - **2 investments** to redevelop public properties.

2) INFORMAL SERVICES, informal socio-economic and welfare offers to support the traditional welfare system, to prevent/ cure the multiple causes of loneliness and affect different aspects of life:

- **housing** and shared condominium services (social porter, condominium caregivers, etc.),
- **community development:** neighbourhood, social, family, intergenerational relations,
- **sustainability of living:** family budget management, working conditions, job hunting, support for start-ups/ new businesses, practices of circular economy (exchange of time/ assets/ competences, recycling, etc.),
- **work-life balance:** families with care burdens,
- shared and sustainable **mobility**.

MAIN PROJECT CHALLENGES:

- the ***'hidden'*** loneliness (resistance of the lonely people, vicious circle, etc.)
- indifference, lack of sensitiveness of the contemporary society,
- community **participation, empowerment, networking,**
- engagement in virtuous behaviours/habits,

... AND EFFORTS:

- the ***'itinerant'*** approach,
- the ***'sharing'*** dimension,
- transfer of capacities, self-governance, sustainability of the project's outputs (spaces/ services),
- groups of leading citizens/ entities to ensure the project continuity.

THE PARTNERSHIP (expertises: public institution, research & development, socio-economic entrepreneurship, community development)

- **Municipality of Verona** (leading partner)
- **University of Verona**
- **Social Cooperative ARIBANDUS**
- **Social Cooperative CAUTO**
- **Social Cooperative Energie Sociali**
- **Social Cooperative MAG - Mutua per l'Autogestione**
- **Consortium SOL.CO. Verona**
- **Social Enterprise Verona Fablab**

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