

Government measure: Barcelona advancing the right to care (2025–2030)

For a new social and economic
organisation of care



Government measure
April 2025



Ajuntament
de Barcelona



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1 Introduction

Care is an essential pillar that sustains our society. Although progress has been made in the provision and development of public services, every day thousands of people – mostly women – devote their time and energy to caring for children, older people, people with disabilities and others who require support. Yet this essential work has historically been overlooked, underappreciated and precarious. As a result, it has perpetuated social and gender inequalities and created an unsustainable model of care from both a social and economic perspective.

The ‘Barcelona advancing the right to care (2025–2030): For a new social and economic organisation of care’ government measure is taking on the challenge of transforming this situation at a key moment: population ageing, the increase in care needs and changes in family structures demand urgent and innovative responses.

This measure addresses fundamental challenges for the future of our city and is a major step towards a more equitable, sustainable and innovative society. It is also an opportunity to centre feminism and social justice, as well as to drive the economic and technological development of our city. Care is also a strategic sector that can create quality employment, foster innovation and stimulate the economy.

Barcelona was a pioneer in recognising care as a cornerstone of public policy. We are now going further with a comprehensive, co-responsible and well-resourced strategy, structured around four main pillars:

- Strengthening public services to reduce social and gender inequalities in caregiving.
- Driving social and technological innovation in the care economy sector for longevity, structuring the sector and enhancing public–private partnerships.
- Supporting caregivers, defending rights and promoting shared responsibility between men and women.
- Building feminist alliances to recognise the central role of care.

This measure was developed by key organisational units of the City Council working together: Social Rights; Feminism and Gender Mainstreaming; Health; and Economic Promotion, through Barcelona Activa. Together, we carried out an exhaustive analysis of the state of care in Barcelona, and listened to the voices of caregivers and care receivers, the social and economic fabric of the sector, and the sector’s knowledge sphere to develop a strategic plan with specific actions for the years ahead.

Our commitment is clear: we cannot move forwards as a city without guaranteeing the rights of caregivers and care receivers. This will only be possible with the involvement of society as a whole: institutions, the private sector, the community and families.

Barcelona aspires to be a city where care is no longer invisible but rather a guaranteed right for all residents. A Barcelona with a comprehensive, co-responsible, innovative, feminist and sustainable care system that meets the changing needs of city residents throughout their lives.

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2 Background and context

Care is a fundamental element of both individual and collective well-being and a key factor in ensuring the social cohesion and sustainability of communities. In essence, care is not only necessary for daily life but also underpins the functioning of many economic and social activities.

Conceptually, conceptually, the notion of care is complex; however, we can find various approaches and broader or narrower interpretations of the term:

- *'When we talk about care, we are referring to the set of tasks that produce goods and services which serve to regenerate, on a daily and generational basis, people's physical and emotional well-being, and which are usually carried out in private settings and within the home.'* (Yayo Herrero, Marta Pascual and María González Reyes, 2018).
- Care can also be defined as activities related to people's daily lives and well-being (Batthyány 2004), and may be considered part of the (formal or informal) economy.
- The International Labour Organization (ILO) further defines care work as *'the work of looking after the physical, psychological and emotional needs of one or more other people in the public or private sphere, as well as in the formal and informal economy, and in an unpaid capacity'*.

According to these definitions, care is a constant throughout the life cycle but becomes especially vital in situations of dependency that limit a person's full autonomy. This includes stages such as childhood, adolescence, adulthood and old age. However, it is in this latter stage – where dependency and longevity converge – that care becomes particularly challenging. The growing demand for care services for older people and dependants underscores the need to transform the current model. In this context, measures aimed at addressing the challenges and opportunities linked to economic promotion focus primarily on this stage.

This measure is based on the need to address the following points:

The global challenge of care

For decades, care has not been prioritised on public and economic policy agendas, as it was seen as a private responsibility or delegated to institutional care services managed by public or private organisations when it could not be provided within the family environment. This approach has resulted in limited and often inadequate institutional support, and has perpetuated a model in which women – particularly low-income women – have borne the greatest share of responsibility.

Today, this model of care is facing a (deep) crisis, exacerbated by population ageing, longer life expectancy and the decline of traditional family networks. Changes in family structures, the diversification of needs and the impact of austerity policies have made the inadequacy of existing resources even more apparent in the face of constantly growing demand. The current system, based on institutionalising people with loss of autonomy or on expensive home care, is reaching its limit and is expected to become unsustainable in the coming years, both for public institutions and for families.

This situation has created a significant imbalance between supply and demand. Families – and women in particular – remain the cornerstone of the care system, taking on tasks that often exceed their economic and emotional capacity. This leads to serious consequences such as time poverty, job insecurity and a deterioration in caregivers' physical and mental health. In addition, the market is unable to meet this growing need: there is a shortage of professionals in the sector, and the institutionalisation of care entails high costs that are often unaffordable for public services and, in many cases, for families themselves – a factor that further exacerbates inequalities.

In the face of this structural crisis, profoundly transforming the care model has become a priority. For decades, feminist movements, civil society organisations and international institutions have championed this change, and in recent years public authorities, universities, research centres and private-sector actors have also joined the call. This transformation must be grounded in five key pillars:

- **Recognising care as a universal right and a public good:** care must no longer be treated as an exclusively private responsibility but recognised as a matter of public interest.
- **Promoting shared responsibility:** redistributing care tasks among institutions, the market, the community and families (and within families, increasing men's share of responsibility) to ensure a fairer division of duties and make it easier for unpaid caregivers to participate in paid work.
- **Dignifying care work:** improving caregivers' working and health conditions and acknowledging their essential role in sustaining life.
- **De-institutionalising care:** transitioning from a system based on institutional care to one of community-based and personalised care, enabling people to choose where they live and remain integrated within their communities.
- **Care innovation and digitalisation:** fostering the development and implementation of technological or social innovation solutions that meet the needs of care receivers and complement – without replacing – the crucial role of caregivers. Such solutions are expected to have a multiplier effect on caregiving, enhancing the efficiency and effectiveness of services while also creating job opportunities in the care sector and related industries.

The need for a comprehensive response to new social challenges

The rise in population ageing and the number of dependants is generating increasing demand for care services and resources, requiring a comprehensive response. This entails rethinking how public care services are reorganised to ensure economic sustainability, incorporating innovation as a driving force for changing the model and maintaining the system's viability, and identifying strategies to address the current shortage of professionals and meet demand.

This situation calls for a thorough re-evaluation of existing care systems and aligns with the priorities established by international bodies and public authorities advocating the de-institutionalisation of care. This trend is evident at European, state and regional levels, with various government institutions introducing initiatives, legislation and regulations to address the challenges associated with longevity, such as:

- **The UN Decade of Healthy Ageing (2021–2030)**, led by the World Health Organization, which seeks to improve the quality of life of older people, their families and the communities in which they live by changing the narrative around ageing, creating age-friendly environments, promoting health and well-being, strengthening the care system and empowering older people.
- **European Care Strategy**, a European Union initiative aimed at ensuring that care services are high quality, affordable and accessible to all, that working conditions are fair, and that caregivers are empowered, among other objectives.
- **Estrategia estatal para un nuevo modelo de cuidados en la comunidad 2023-2030** (State Strategy for a New Model of Care in the Community 2023–2030), created by the Spanish Ministry of Social Rights and the 2030 Agenda, which aims to radically transform Spain's care system by promoting a person-centred, community-based and de-institutionalised model of care.
- **Proyectos Estratégicos para la Recuperación y Transformación Económica** (Strategic Projects for Economic Recovery and Transformation – PERTE) for the social economy and care 2022–2026, led by the Spanish Ministry of Labour and the Social Economy, which seeks to transform the care sector through de-institutionalisation, person-centred care, digitalisation, training and a stronger social economy.

This alignment of public policies will undoubtedly create a major opportunity to address the sector's social and economic challenges from a comprehensive and transformative perspective.

Gender inequalities in care

Gender inequalities in care are a structural reality that affects both daily life and employment opportunities, particularly for women. Historically, care tasks – such as raising children, supporting older or dependent people and carrying out domestic work – have been considered women's responsibility, often invisible and unpaid. This has resulted in women being disproportionately burdened, with many reducing their working hours or foregoing professional opportunities to look after their families.

This unequal distribution directly contributes to the gender pay gap, increases job insecurity among women and limits their representation in positions of responsibility. At the same time, men have often been discouraged from taking part in care, whether due to insufficient work–life balance policies or social pressures that reinforce traditional gender roles. To move towards a more equitable society, public policies must promote shared responsibility, such as equal and non-transferable parental leave, accessible care servi-

ces and measures that value and redistribute this essential work, thus turning care into a shared responsibility across society as a whole, rather than an unequal burden.

The care economy as a strategic economic sector

Population ageing, while presenting a demographic challenge with a direct impact on caregiving systems, also offers an opportunity to reshape the sector and move towards an integrated future model that connects the social, healthcare and technological spheres. A profound transformation of caregiving, driven by technological and social innovation, can open up new job and business opportunities, fostering a renewed vision for the sector and enabling:

- Supporting **talent in the care sector**, with the aim of improving both technical and cross-cutting skills so that care workers can adapt to the technological changes that will affect the sector in the coming years, while also addressing job insecurity through more highly qualified and specialised profiles.
- **The strengthening of the economic fabric** across all areas to enhance competitiveness in addressing the challenges faced by the care sector, through the integration of technological and social innovation to deliver solutions that require less manual labour while improving conditions for both caregivers and care receivers. Encouraging entrepreneurship and access to funding will also be key to driving growth and ensuring the sector's sustainability.
- The **promotion** of the care economy and the connection of its ecosystem to facilitate knowledge transfer, build partnerships among stakeholders and foster public–private collaboration.
- **Greater dignity for domestic and care workers**, an essential step in recognising the social and economic value of a sector that is often undervalued. Their contributions must be highlighted and acknowledged, with public institutions supporting their work by improving working conditions and certifying training credentials. Such measures will not only advance the professionalisation of the sector's workforce but also help retain talent and promote long-term careers in the sector.

Barcelona, a city committed to care

Barcelona, as a leader in social and economic innovation, is taking on the challenge of driving this transformation to ensure people's well-being and the sustainability of the sector.

In 2017, the first government measure on care (2017–2020) was introduced. The city became a key player in developing policies that approach care as a collective and cross-cutting responsibility. The democratisation of care became a priority, and Barcelona emerged as a pioneer in recognising this field as a fundamental pillar of social cohesion.

The 2017–2020 government measure marked a turning point in this direction and set out three main strategies:

- **Recognition and visibility of care:** efforts were made to highlight unpaid care work and its economic and social impact.
- **Support for caregivers:** programmes were launched to provide both emotional and practical support to caregivers, with particular attention to those in vulnerable situations.
- **Innovation in service models:** more personalised and accessible services were promoted, incorporating a community-based approach to care.

Barcelona acknowledges the importance of care as an essential element for social cohesion and the well-being of its residents. A recently completed analysis highlights the strengths and opportunities for building an inclusive, feminist, innovative and sustainable care system, always within the municipal framework:¹

- **Active ageing and quality of life for older people:** with over 21% of the population aged 65 or above, Barcelona has the opportunity to enhance services that promote active ageing and independent living at home, such as the Home Care Service (SAD), which already supports more than 21,000 people. This model reinforces personal autonomy and community connections.
- **Diversity and support for children and adolescents:** there are 237,000 children and adolescents in the city, accounting for 14.3% of the population. This generational diversity offers the opportunity to expand innovative services that ensure their well-being, with particular attention to early childhood and families in vulnerable situations.
- **Care for adults with disabilities:** with 162,337 people officially recognised as having some degree of disability, Barcelona can continue to lead personalised care programmes and labour inclusion initiatives for this group, ensuring their autonomy and active participation in society.
- **People with illnesses requiring care:** many individuals experience degenerative, permanent or temporary illnesses that require long-term care. However, these conditions are not always reflected in care data, as many do not apply for recognition under the Dependency Act and are therefore absent from official statistics. This invisibility also affects those in their circle who take on caregiving roles, supporting people with neurodegenerative diseases, mental health disorders, cancer, strokes, rare diseases and more. We must recognise this situation and work to ensure adequate support for both those who require care and those who provide it.

Barcelona also has a strong tradition of community associations that enrich the social fabric and strengthen mutual support networks. This government measure seeks to highlight the vital role of the social third sector, which supports not only care receivers but also caregivers. This support – whether informational, emotional or advisory – complements public services and often reaches where these cannot. Despite its essential role, the third sector is often constrained by a lack of stable funding, an issue that public authorities must address to guarantee its sustainability.

¹ All data are detailed in the document 'Diagnosi de les cures a la ciutat de Barcelona' (Analysis of Care in the City of Barcelona)

3 Analysis: care in the city of Barcelona

This section summarises key data from the document ‘Diagnosi de les cures a Barcelona’ (*Analysis of Care in Barcelona*), 2024. All references can be found in the aforementioned document, which also covers the care ecosystem and benchmarking.

3.1. Socio-demographic context. Care needs throughout life

Everyone requires care and attention – in different forms and to varying degrees – at different stages of life. Depending on the stage in the life cycle, these needs can vary greatly in nature and intensity. Age is one of the main factors determining care needs over the course of life. Some of the key findings of the analysis are as follows:

Ageing and longevity

In 2023, 21% of Barcelona's population was aged 65 or over, 57% of whom were women. Numbering 351,071 people, this segment has grown by 23% since 1991, while the city's total population has increased by just 1% over the same period. The sharpest rise has been among those aged over 80, whose numbers grew by 84.8% between 1991 and 2023, now accounting for over 7% of the total population (Idescat, 2023).

Trends in the city's ageing index² over recent decades also show that, since 2000, the proportion of older people in the population has increased steadily. The ratio has risen from around 123 people aged over 65 for every 100 under the age of 15 to almost 136 today (Idescat, 2023). Trends in the over-ageing index³ likewise reveal that it is not only the population as a whole that is ageing, but that the older population itself is getting older. At present, for every 100 people aged over 65, 17 are aged over 85 – more than double the figure in the early 1990s (Idescat, 2023).

The city's ageing process is also characterised by a gender imbalance within the population aged over 65. In 2023, 21.8% of women were aged over 65, compared to just 16.8% of men (Idescat, 2023). This imbalance is also evident in the ageing index – 165.8 for women compared to 114.5 for men – and in the over-ageing index – 19.6 for women compared to 13.1 for men (Idescat, 2023).

Since 1991, the number of people aged over 80 living alone has tripled, now exceeding 41,000. At present, one in five older people in the city of Barcelona lives alone.

According to Idescat's population age projections, the number of people aged over 65 in Barcelona will continue to grow steadily in the coming years and is expected to surpass 400,000 by 2040, representing almost 25% of the total population. A comparison between the current population pyramid and the projection for 2046 also highlights the progressive ageing of the city's population. It clearly shows how the pyramid stretches and the segments aged over 65 become proportionally larger as the baby-boom generation (those born between 1958 and 1975) reaches old age. Projections for the dependency

² The ageing index reflects the number of people aged 65 and over per 100 residents under the age of 15.

³ The over-ageing index reflects the number of people aged 85 and over per 100 inhabitants aged 65 and over.

ratio of older people indicate that, in the coming decades, the number of people aged over 65 will rise significantly compared to those aged between 15 and 64. Even the most optimistic forecasts suggest that, by 2050, there will be 49 people aged over 65 for every 100 aged between 15 and 65, while the most pessimistic foresee the figure exceeding 55, almost double the current ratio.

Adulthood

In 2021, 4.7% of the population aged 15 and over living in the city of Barcelona (around 70,000 people) reported being severely limited in carrying out basic daily life activities. This percentage was higher among women than men (5.6% and 3.8% respectively) and rose with age, with a marked increase in severe limitations from the age of 75 onwards (Bartoll-Roca, Pérez and Artazcoz, 2021⁴).

In 2023, there were 162,337 people in Barcelona legally recognised as having a disability. More than half had a recognised disability degree of between 33% and 64%, while 21.85% had a degree of more than 75%. Women accounted for 55.77% of those legally recognised as having a disability, and almost 40% were aged over 75 (Idescat, 2023).

It is important to note, however, that there is a lack of data to objectively determine the exact number or percentage of people who require care. Many do not apply for recognition under the Dependency Act or are not legally recognised as having any degree of disability. The reasons for this vary, including lack of awareness, cultural barriers, absence of support from their immediate environment or having no support network at all. Many progressive illnesses require different levels of care depending on the stage, yet there are often no mechanisms in place to formally acknowledge the need for care.

Childhood and adolescence

The trend towards an ageing population contrasts with the evolution of the population aged under 15. From the 1990s onwards, the proportion of older people began to exceed that of younger people and, from the 2000s, this difference stabilised at between 20% and 22% for those aged over 65, and between 12% and 14% for those under 15 – highlighting the lack of generational renewal. In 2023, 237,172 children and adolescents aged between 0 and 17 lived in Barcelona, accounting for 14.3% of the total population (IIAB, 2023). Of these, almost one third – 70,422 children – were under the age of 5.

Children and adolescents lived in 22.5% of households in Barcelona (148,604 households). In 13.4% of these households (19,925 households) there was only one adult (likely single-parent families: 82.5% headed by a woman and 17.5% by a man); in 55.3% (82,151 households) there were two adults (probably two-parent families); and the remaining 31.3% (46,528 households) reflected other types of households with children and adolescents. Recent years have seen a slight rise in single-parent households and a decline in two-parent households (OMD, 2023).

⁴ Bartoll-Roca, X.; Pérez, K. and Artazcoz, L. (2021). Results Report of the Barcelona Health Survey 2021. Barcelona: Barcelona Public Health Agency.

3.2. Public services available

An analysis of the range of public services and benefits related to care work in the city of Barcelona – aimed at young children and their families, people lacking personal autonomy, older dependants and non-professional caregivers – shows that:

As of 31 March 2024, 43,389 people in Barcelona were receiving some form of benefit or service through the LAPAD (Act on the Promotion of Personal Autonomy and Care for Dependants). In 2023, 21,397 people used the Home Care Service (SAD), 77% of whom were women and 85% aged over 65. A further 111,683 people had access to the Telecare Service, 70% of whom were women.

In 2023, 1,601 people were living in housing with services, 295 people – 63% of them women – were cared for in municipal residential centres and 330 people were temporarily accommodated in care homes through the Emergency Housing Service for Older People. In 2023, 8,891 children were enrolled in nursery schools, while 3,791 (30% of total demand) were unable to obtain a place.

3.3. Care economy

Rooted in feminist economics, the concept of the care economy encompasses all activities carried out on a daily basis to sustain and reproduce life, meeting needs that arise throughout the life cycle. It includes both paid care work and unpaid and unrecognised care work carried out within families and communities.

Paid care. Labour market and employment

Regulated care work employs 58,145 people in Barcelona, accounting for 4.9% of total employment in the city. Wages in the sector are around 45% lower than the city average. Around 28% of care work provided in private households takes place within the informal economy. Women occupy almost 80% of jobs in the sector, and nearly half of all workers are foreign nationals. Approximately 64% of workers are aged over 40. Regarding the business network: The social services sector – which includes care work – accounts for

just 1.1% of Barcelona's gross value added (GVA). It comprises 474 silver economy companies, 391 care homes, 46 start-ups and 460 foundations and associations.

The working conditions of domestic and care workers have a major impact on their physical and mental health, as well as on their overall quality of life. According to the latest report from Oxfam Intermón, the rate of serious workplace accidents among these workers is four times higher than the national average, with frequent injuries such as dislocations, sprains, fractures and other conditions of varying severity. The 2024 survey reveals that more than 90.6% have experienced musculoskeletal pain, 28.1% skin problems and 16.1% respiratory issues caused by inhaling cleaning products, alongside high levels of stress, anxiety and emotional overload. From an economic perspective, 30% of these workers are living in poverty, as their income is insufficient to meet basic needs.

Unpaid care and support

Some 36% of women not participating in the job market are in this situation because they care for other people, compared with only 10.1% of men. Care provided in the private sphere has an economic impact equivalent to 4.1% of GDP, representing more than 411 million hours of work annually, valued at €10.105 billion.

In Barcelona, 339,000 people carry out unpaid or informal care work. For care provided within the home, the proportion of women is higher – almost six in ten caregivers – and this group tends to be older. Around 36% have only primary or basic education, and over 60% are not participating in the job market.

On working days, 59% of women spend at least two hours a day on household work, compared to 35% of men.

For care provided outside the home, the proportion of men and women is more balanced, and the average age is around 50. Some 65% of these caregivers are employed, and more than 45% have higher education degrees.

LAPAD recipients

In Barcelona, there are 26,383 non-professional family caregivers receiving the economic benefit for family care and support for caregivers under the LAPAD. Of these, 64.2% are women, with an average age of 61.2 years.

Only one in ten non-professional family caregivers regulated under the Dependency Act is also covered by Social Security through the 'Convenio especial de cuidadores no profesionales de personas en situación de dependencia' (Special Agreement for Non-Professional Caregivers of Dependants).

3.4. Ecosystem and benchmarking

To address the significant challenge of caregiving in a society set to age exponentially in the coming years, it is essential to build an innovative, collaborative ecosystem that tackles the issue with an integrated, forward-looking and transformative vision, paving the way for new models of caregiving. In this regard, Barcelona has a diverse network of stakeholders, ranging from public services, academia and training institutions, and private companies, to organisations representing care sector workers, businesses, and care receivers and their families.

Knowledge sphere

Within the knowledge sphere, universities, technology centres and training institutions promote research and knowledge exchange and transfer in the care sector, establishing mechanisms for collaboration to develop innovative solutions that address the sector's needs.

Public institutions

Public institutions play a key role in promoting and driving the care sector. Through various departments and services, it ensures the delivery of quality services, professional training and the economic development of the sector via support and promotion programmes, quality employment, entrepreneurship and innovation.

Private sector

In the private care sector, there are organisations working towards the digitalisation of the sector from a social perspective, combining service provision with technological innovation as a driver of transformation. These organisations explore and test solutions that can help improve care for individuals. Other companies also play an important role in providing care services in the city.

To make technology more accessible to the care sector, a range of start-ups and companies in the city are moving towards implementing social and technological innovation in the sector, partnering with public institutions and other companies to deliver solutions to specific sectoral needs. Digital platforms already established in the care sector also play a role, acting as intermediaries between families and care workers.

Finally, trade fairs and events serve as showcases for presenting sector innovations, facilitate networking and collaboration between companies, and position Barcelona as a technological city on the international stage.

Organised civil society

Given the complexity of the care sector, it is essential to include both care receivers and caregivers, who act as a barometer for the sector and provide vital insights into its needs.

As regards benchmarking, this analysis identifies five care models based on their orientation and strategy:

- The **community model**, which focuses on community involvement and the creation of caring environments, promoting initiatives that foster inclusion and mutual support. Projects such as Kotisatama in Helsinki and the Care Brigade in Santiago de Chile have shown that neighbourhood collaboration and participatory spaces can make a significant difference in the quality of life of dependants.
- The **financial support model**, which ensures access to care through financial aid, grants or tax deductions. Initiatives such as Finland's Paid Care Programme help offset the costs associated with care, while Japan's Long-Term Care Insurance offers a voluntary insurance system that covers long-term care services. This approach eases the financial burden on families and encourages higher-quality care.
- The **home continuity model**, which seeks to avoid premature institutionalisation and enable dependent people to remain in their usual environment. The roll-out of home care services and improvements in accessibility have been key strategies in this area. The Buurtzorg model in the Netherlands, based on autonomous nursing teams, has created a more flexible and efficient approach, while Swedish regulations guarantee adapted housing for dependants, avoiding unnecessary relocations and preserving autonomy.
- The **care sector and caregiver-focused model**, which emphasises dignifying care work by redistributing the burden more fairly and improving working conditions for caregivers. Bogotá's Care Block and Uruguay's Care Plan have developed strategies to raise the profile of the sector and ensure adequate support for its workers, through the promotion of shared responsibility and gender-equity policies.
- **Technological innovation** applied to care as a driver of new complementary assistance models. In tackling the structural challenges that threaten the sustainability and effectiveness of care, technological innovation helps to address the growing demand for care in a more effective, efficient, personalised and accessible way. Examples such as the ARI assistive robot in Barcelona and the Paro therapeutic robot in Japan, as well as multiple solutions based on artificial intelligence, virtual and augmented reality, the Internet of Things and big data, are set to structurally transform the sector

4 Government measure

4.1. Vision and mission

Vision

Barcelona seeks to become a city where care is a universal right for all residents:

- by recognising care as an essential public good, guaranteed by all levels of government throughout every stage of the life cycle
- by promoting high-quality, equitable, sustainable, feminist, accessible and dignified services for both caregivers and care receivers
- by providing dedicated support to those who choose to care for their loved ones
- by transforming longevity care into a strategic economic sector for the city, becoming a hub that brings together all sector stakeholders to enhance its competitiveness and sustainability

Mission

To work towards a city-wide care system that is comprehensive, co-responsible, feminist and sustainable, and that meets the changing needs of residents throughout the life cycle:

- with accessible, high-quality public services that are tailored to the city's diverse social realities
- by dignifying care work, with a clear commitment to professionalisation and improving the working conditions of care professionals, as well as recognising and supporting unpaid caregivers
- by ensuring the fair redistribution of care responsibilities among institutions, communities, the market and families, with particular attention to shared responsibility between men and women
- by embedding care as an essential element of knowledge management, enabling informed decision-making in line with society's needs
- by connecting the city's economic opportunities with the sector's needs in terms of talent, economic activity, and social and technological innovation

4.2. Approach and guiding principles

This government measure addresses the challenge of placing care at the heart of collective well-being, adopting an approach that recognises the diversity of care needs throughout the life cycle and the need to transform how care is organised. The aim is to move from a model based on private responsibility – borne mainly by women – to one of collective co-responsibility, in which institutions, families, the market and the community take on complementary roles.

In this context, demographic projections, combined with the current precarious state of the care sector, highlight the need to establish a new paradigm. The cornerstones of this paradigm must be the deinstitutionalisation of care and progress towards an economically sustainable sector, where the integration of technological and social innovation, together with a shift in the sector's narrative, act as key drivers of transformation.

The **approach** can be described as follows:

- **The will to align public policies:** involving all sectors engaged in care and in this government measure to develop a shared strategy with a common direction and criteria.
- **Cross-cutting work and a holistic vision:** recognising the complexity of care, coordinated action among different areas, institutions, and social or private organisations is essential to creating a real impact on city residents' well-being and ensuring the right to care.
- **Working with the community:** the community is an essential player in building a sustainable and inclusive care system. This government measure recognises the value of mutual support networks and community mechanisms and promotes initiatives that foster collaboration, solidarity and the empowerment of both caregivers and care receivers.
- **Co-responsibility:** recognising and addressing the gender bias inherent in the organisation of care with measures to reduce the disproportionate burden borne by women in both the home and the workplace, while promoting genuine equality in sharing care responsibilities and addressing the resulting gender gaps (in employment, poverty, health, time, etc.).
- **A life-cycle perspective:** the actions set out in this government measure are designed to anticipate needs at across different life stages (childhood, adulthood and old age).
- **The care economy:** positioning the care sector as a strategic driver of the city's economic and social development, with tools to foster talent and professionalise the sector, enhance business competitiveness, encourage entrepreneurship, and promote social and technological innovation, alongside sustainable funding mechanisms, support measures, and the overall promotion of the care economy.

The **guiding principles** are defined as follows:

- **Gender perspective:** recognising and reducing gender inequalities in caregiving, which is carried out mainly by women and has consequences for employment, income, health, participation and available time. This principle promotes shared responsibility between men and women, as well as among all social actors.
- **Universality:** everyone has the right to receive care and, therefore, to have access to quality care services, regardless of their economic, geographical or social situation.
- **Equity and intersectionality:** adopting policies that take into account the different dimensions of inequality (gender, origin, administrative status, age, disability, social class, etc.) to ensure fair and needs-based care for every individual.
- **Access to work, innovation and sustainability:** promoting innovative and efficient solutions that combine technology and social resources to ensure the long-term economic and environmental sustainability of the care system. This will foster an economy linked to care, supported by a professionalised workforce that is more competitive and resilient in facing sector challenges.
- **Person-centred care:** placing the individual at the heart of all actions to provide solutions tailored to their needs, preferences and rights, while always respecting their autonomy.
- **Dignity and recognition:** valuing and protecting caregivers by guaranteeing decent working conditions, health protection and social recognition for care work, whether paid or unpaid.

4.3. Work pillars, objectives and actions

The ageing population and the growing need for care – in both childhood and adulthood – call for a comprehensive response that ensures equity, universality, sustainability and innovation across all areas of care. This government measure is structured around four key pillars: strengthening the provision of public services, driving innovation in the care economy, supporting caregivers and care receivers, and promoting a feminist perspective that recognises the central role of this essential work.

Pillar 1: Strengthening public services to reduce social and gender inequalities in caregiving.

Pillar 2: Driving social and technological innovation in the longevity care economy sector.

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women.

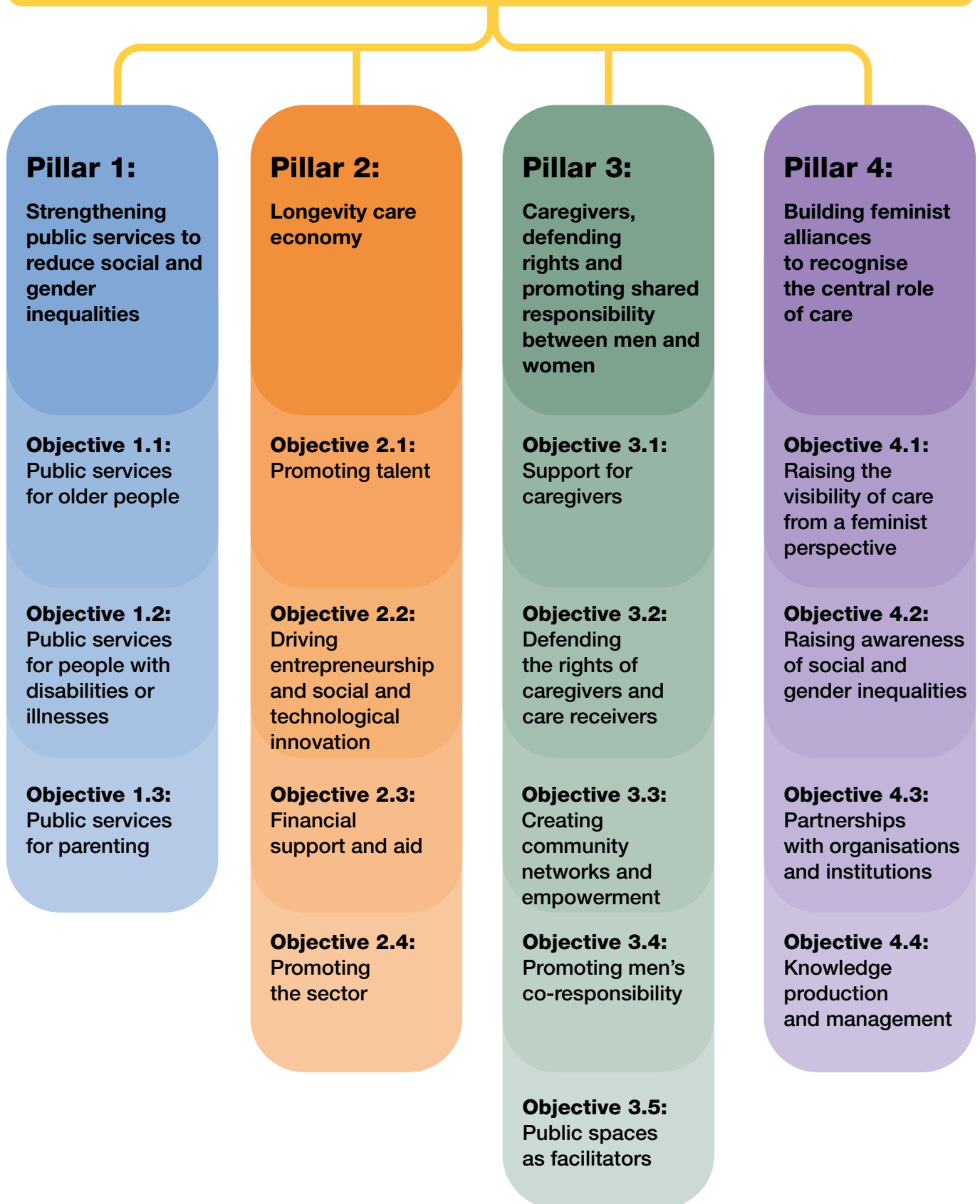
Pillar 4: Building feminist alliances to recognise the central role of care.

The diagram below presents the four pillars and their specific objectives. The following sections set out the actions for each pillar and objective.

For the key actions, the budget is indicated. This refers to expenditure beyond the ordinary allocation – that is, additional spending.

Further details of these key actions are provided in the annex to this document.

Barcelona advancing the right to care 2025–2030



Pillar 1: Strengthening public services to reduce social and gender inequalities in caregiving

The main objective of this pillar is to contribute to the redistribution of care work by strengthening and expanding public services for city residents. It is based on the need to recognise care as a universal right and to ensure that everyone has equitable access to quality services, regardless of their economic or social circumstances. The aim is to reduce existing inequalities in caregiving (including those based on gender, origin, administrative status, age, disability, social class, etc.) and to promote a model based on shared responsibility, with a feminist, public and community-centred vision.

To implement this pillar, the following **specific objectives** are proposed:

1.1: Public services for older people requiring care

This specific objective contributes to the redistribution of care work by providing services to city residents who need them. It involves expanding and improving services for older people requiring care, with the goal of ensuring their autonomy and quality of life.

Key project: Improving the quality of the Home Care Service (SAD)

The new tender for the SAD introduces, among other measures, qualitative improvements such as new professional profiles for intervention in complex cases and community work, enhanced communication with service users and their families, and improved coordination with social and health services. It also provides targeted reinforcement of cleaning and maintenance services, the expansion of the localised SAD model, and the consolidation and strengthening of the quality control system.

Budget: €53,500,000

Key project: Dependency Improvement Plan 2025–2029

The plan will unify the model of care for dependants in the city, create a specialised team of professionals exclusively dedicated to preparing Individual Action Plans (PIAs), and improve the capacity of the Social Services consortia to help people with ongoing dependency cases. This will involve optimising work processes, collaborating with other institutions involved in this field, and increasing the human and financial resources required.

The objectives are to:

- Reduce the time it takes to prepare a PIA in the city of Barcelona.
- Facilitate access to the portfolio of services under the Act on the Promotion of Personal Autonomy and Care for Dependants (LAPAD) by reducing the waiting list for PIA agreements to be drawn up.

Budget: €1,300,000

Key project: New Telecare Service contract

The aim is to upgrade the technology and advance the concept of 24/7 home care, covering all non-medical emergencies. To achieve this, the proposed improvements include:

- Establishing two separate telecare bases to reduce travel times.
- Increasing the number of emergency care professionals to ensure sufficient capacity to meet the stated objectives.
- Coordinating with health services (emergency and primary care).

Budget: €11,000,000

Key project: New housing with services for older people

Housing with services refers to social rented housing, owned by the Municipal Housing Institute (IMHAB), for older people or people with disabilities. These homes include additional personal care services, enabling residents to age in a safe environment with the necessary support to maintain their autonomy.

The proposed action aims to expand this model to people with disabilities and to assess the programme's impact on residents' health and well-being, as well as its role in preventing or delaying institutionalisation.

Budget: €27,500,000

Key project: New model of co-living units within housing with services for older people

The Quiron co-living unit will be an assisted shared home for fifteen older dependants, located in the same housing-with-services building planned for the site of the former Quiron clinic. It will operate under a person-centred care model, with a care team distinct from that of residential homes, and feature a new architectural design incorporating the latest technological innovations on the market.

This unit will enable people to age in a safe and comfortable home-like environment, with greater decision-making power in relation to their daily activities. It reflects a municipal commitment to creating new care resources adapted to the needs of new generations of older people in a city with a high population density and significant challenges due to the lack of available land for construction.

Budget: €1,950,000

Other public service actions for older people requiring care

- Promote the VinclesBCN service, incorporating a gender perspective into activities, workshops and stakeholders.
- Advance social and healthcare projects (e.g., the Barcelona Integrated Intermediate Care Centre, integrated local SAD, etc.).
- Promote intergenerational activities with a gender perspective in old people's centres, facilities and municipal services linked to the relevant Directorate.
- Strengthen the 'Respir Plus' programme in its two formats: support for a few hours of SAD or a temporary residential stay.
- Continue promoting the 'Viure i Conviure' (Living Together) programme.
- Continue promoting the BCN +65 app, which groups together services for older people.

1.2: Public services for people with disabilities or illnesses

People with disabilities often face significant barriers in accessing services that meet their specific needs. This objective aims to strengthen an inclusive public service offer that encompasses day care services, specialised home support and family accompaniment programmes. It also prioritises the development of employment and social integration services to ensure autonomy and active participation in society.

Public service actions for people with disabilities

- Promote respite programmes for people with disabilities.
- Continue providing the Independent Living service.
- Continue delivering the adapted transport service.
- Adapt both in-person and online direct care services for people with disabilities.
- Promote and consolidate the 'Banc del moviment' (Movement Bank) project.
- Provide training and guidance to education professionals on equality, special educational needs and related topics through the inclusive education team from the Department of Early Childhood Education and the Barcelona Education Consortium's 'Escoles per a la igualtat i la diversitat' (Schools for Equality and Diversity) programme.

1.3: Public services for parenting

In the area of parenting, the focus is on providing comprehensive support to families with children, ensuring access to high-quality services adapted to a wide range of family situations. The public network is envisioned as a space that integrates educational resources, emotional support and work–life balance measures, while promoting shared responsibility for care between men and women. This has a positive impact on reducing gender, social and economic inequalities.

Key project: Construction of four new nursery schools and expansion of one existing school

Commence construction work or draw up project plans for four new nursery schools, and expand the facilities of an existing one, in order to increase the number of available places.

- Increase the number of places in municipal nursery schools.
- Increase the number of places available for children and families in vulnerable situations.

Budget: €27,198,999

Other public service actions for parenting

- Roll out the new family space programme and model.
- Strengthen and integrate emotional support services for adolescents, young people and families.
- Provide free childcare spaces and promote shared responsibility for care through the 'Concilia' programme.
- Continue offering toy library and children's centre services.
- Expand promotion of the 'Tardes educatives' (Educational afternoons) programme of extracurricular activities, with financial support for low-income families.
- Promote the 'Escoles bressol comunitàries' (Community nursery schools) project, using nursery school facilities to support care initiatives (e.g., experience-sharing between families).
- Implement the Servei de Famílies Col·laboradores (Families Helping Out Service) at local level.
- Continue promoting the 'T'estiu molt' summer programme for children aged 1 to 17.
- Promote reduced rates at municipal facilities to meet care needs (e.g., discounts for single-parent families).
- Strengthen support measures for parents in their caregiving role (CDIAP).

Pillar 2: Driving social and technological innovation in the longevity care economy sector

Society is experiencing a progressive ageing of the population and an increase in life expectancy, which will lead to an exponential rise in the number of dependants. This will generate growing demand for resources and challenge the current care model, particularly for older and dependent people, as it relies heavily on high staffing numbers and is unsustainable in the long term. In cities like Barcelona, this scenario will exacerbate pressure on the existing system and pose a risk to social cohesion. To address this challenge, the care model must be rethought, fostering collaboration between public and private stakeholders to develop initiatives that promote more personalised, less institutionalised forms of care. Innovation and technology should be harnessed to transform the sector and ensure its long-term sustainability.

To address these challenges and ensure the long-term sustainability of the sector, it is essential to promote social and technological innovation as a driving force for transforming the longevity care economy. The priority is to promote initiatives that connect the city's economic opportunities with the sector's needs, making it more competitive and sustainable. Barcelona should position itself as a leading hub, bringing together the various actors involved, fostering talent, stimulating economic activity and promoting innovation to reshape the care model and adapt it to new challenges.

Specific objectives:

To transform the care sector from an economic development perspective and ensure its sustainability, four main objectives are proposed, to be delivered through a series of flagship initiatives. First, foster talent and professionalise the sector through the Care Academy, which will offer specialised, accredited training. Second, promote impact entrepreneurship and social and technological innovation via incubation spaces, connections with start-ups and innovative companies, and the development of technological solutions in the innovation lab and showroom. Third, provide financial support and funding to the sector through tools for early-stage companies, a dedicated investment fund, and grants for innovative projects and initiatives. Finally, promote the sector and its ecosystem by strengthening its narrative as an opportunity for creating quality employment and sustainable business models.

Economic Activity Hub for innovation in the care economy

To address the sector's challenges and achieve the specific objectives outlined – fostering talent, promoting entrepreneurship and innovation, providing financial support and raising the profile of the sector – the Economic Activity Hub for innovation in the care economy will be developed as the flagship project of this government measure. This unique space will serve as **the main point of connection for Barcelona's care ecosystem, supporting growth and positioning the sector as a strategic area.** With a broad portfolio of services, programmes and initiatives, the Hub will promote professionalisation, entrepreneurship, innovation and investment in the sector, encouraging a more sustainable care model adapted to new social and demographic challenges – always within a framework of public–private partnerships. The Hub will be located in the city-owned building at Almogàvers 165.

2.1: Fostering talent to professionalise the sector

To drive the sector's transformation and build a more competitive, resilient care economy, talent must be approached from a broad perspective that integrates the social, healthcare and technological fields as interconnected disciplines. Care professionals will increasingly use assistive technologies and digital tools that enable a more personalised approach to care. It is therefore essential to ensure that both current and future professionals acquire the skills needed to adapt to new scenarios and environments.

Key project: Care Academy

Spaces for promoting talent to professionalise the care sector through guidance, training, skills acquisition, certification and job placement. The aim is to equip professionals with new skills aligned with technological and social innovation,

Budget: €4,135,000

Other actions to foster talent and professionalise the sector

- Promote the inclusion of social clauses in public contracts for care service provision, regularisation processes and recruitment at source, to continue reducing job insecurity in the sector.
- Explore new legal mechanisms to improve working conditions – for example, wages – within the framework of public contracts and in consultation with social and economic stakeholders.
- Provide mentoring and funded training for professional certification in care work under the Neighbourhood Plan.
- Raise awareness and deliver training to City Council organisational units involved in democratising care, tailored to their specific areas of action.

2.2: Driving impact entrepreneurship and social and technological innovation in the sector

Demographic trends show that the care sector is set to become a key business niche within the city's economic development. Fostering a business network that embraces both social and technological innovation through the promotion of entrepreneurship will help generate impactful economic activity that meets the sector's needs. Social and technological innovation is also essential for tackling the sector's challenges – by creating new scenarios and intervention models, developing new services, and building new relationships and roles among the various public and private stakeholders. Technology should support the transition from the traditional *person-to-person* care model towards a more efficient and effective hybrid approach, without dehumanising those involved. In parallel, other business opportunities within the silver economy should be explored, particularly those related to later life stages when people remain fully independent, such as products and services linked to leisure, quality of life and the promotion of healthy lifestyles.

To make this possible, it is important to provide spaces that serve as innovation laboratories and showrooms for entrepreneurial teams and innovative companies in the sector, where they – along with students – can test and present technological solutions designed for the care sector.

Key project: Care innovation laboratory and showroom

An open innovation laboratory for the care sector, incorporating a living lab, a technology showroom and the promotion of open innovation through sector challenges. This laboratory may also be used for training purposes, with innovative approaches linked to the Care Academy.

Budget: €6,350,000

Other actions in impact entrepreneurship and social and technological innovation

Promoting entrepreneurship and business creation in the care sector

- Create dedicated incubation spaces for entrepreneurial projects in the sector, enabling the creation and acceleration of new companies, as well as interaction between them through networking opportunities for stakeholders in the care ecosystem with a focus on entrepreneurship and innovation.
- Promote entrepreneurship programmes, business development initiatives and networks for care organisations and projects in the social economy, incorporating a gender perspective.
- Support the creation of care cooperatives in the city and facilitate mediation between users and cooperatives to encourage demand for and use of these services.
- Offer business model consultancy to projects and companies in the care sector through the Business Advice Office or other existing programmes.

Social and technological innovation and digitalisation in the care sector

- Promote technological innovation to support people in the early stages of cognitive decline and their caregivers.
- Encourage networking and collaboration between care sector companies, startups and talent to generate synergies and partnerships in innovation – for example, through CONNECTIO Cures.
- Support technological tools that strengthen the care workforce network and improve the provision of care services.

2.3: Financial support and aid

A comprehensive strategy to promoting the care sector requires developing funding instruments and aid programmes. Firstly, funding tools must be made more accessible and promoted among entrepreneurs and innovative companies so that they can meet the needs involved in lengthy innovation processes – from the earliest stages to the point where it becomes a scalable service or product – enabling them to complete the process and validate their solutions.

In addition, it is crucial to provide financial support for innovative projects that work towards optimising processes or services linked to caregiving through social and technological innovation, as well as to offer aid to people in vulnerable situations to improve their personal and professional circumstances, with the aim of facilitating their access to the labour market. To achieve this goal, a new category for social and technological innovation in care will be created within the framework of the ‘Impulsem el que fas’ (We promote what you do) grant programme, which will support projects offering innovative solutions to the challenges faced by the sector.

Key project: 'Impulsem el que fas' grant programme: new category for social and technological innovation in the care economy sector

Creation of a care category within the framework of the 'Impulsem el que fas' (We promote what you do) grant programme, including the funding of actions such as:

- Technological solutions for the ageing care sector.
- Non-technological solutions for the ageing care sector.
- Innovative training actions to improve the professionalisation of care.

Budget: €1,200,000

Other actions in the area of financial support and aid

- Include the care sector as a strategic sector in the Barcelona Investment Fund, endowed with 30 million euros.
- Consider creating Crea Feina Barcelona aid to encourage companies and start-ups to hire professionals from the sector.
- Provide advice on applying for aid and funding schemes for technological solutions applied to the care economy.
- Promote the 'Enfortim l'ESS' grants, aimed at strengthening the social and solidarity economy in the field of care.
- Promote the funding of projects that support and promote the community of domestic and care workers through the general grant programme.

2.4: Promoting the care sector and its ecosystem

The care ecosystem ranges from service provider companies (often from the third sector) to start-ups, as well as industrial companies offering innovative solutions applicable to the sector, and technology and research centres, among other stakeholders. This variety often leads to a lack of awareness and connection among the different actors involved, an atomisation of innovation in the sector and its impact, as well as a lack of meeting points between the social, health and technological fields for developing joint actions and building a cohesive, innovative ecosystem that contributes to creating a new narrative for the sector based on social and technological innovation.

To achieve this goal, the city's care ecosystem must be actively fostered. There must be actions to strengthen cohesion among the various members of the ecosystem, identify the stakeholders involved in care and connect them in order to create opportunities for collaboration and knowledge transfer. Promotional, communication and positioning actions should also be undertaken to showcase the sector's future and promote a new narrative that focuses on social and technological innovation, helping to centre care in public conversations as a key element in ensuring social cohesion and positioning Barcelona as a leader in the sector.

Key project: Relational map of care

Prepare a map of relationships and stakeholders that includes companies, start-ups, research centres and groups, employers' associations and trade unions, as well as resources and innovative projects in the care economy sector. The map will support knowledge management, foster connections and partnerships, and ultimately revitalise the sector by connecting existing social and technological innovation projects in the city.

The objectives include:

- Identifying and promoting stakeholders in the ecosystem and the sector's innovative initiatives.
- Creating and sharing social and technological innovation in the sector.
- Promoting connections between stakeholders in the care ecosystem to create joint projects.
- Encouraging the creation of meeting spaces and events for the care sector.

Budget: €600,000

Other actions in the area of promoting the care sector and its ecosystem

- Actions to raise the profile of the care sector in order to promote an entrepreneurial, innovative, open and connected ecosystem with the capacity to attract talent and investment and position the city internationally, establishing Barcelona as a leading city for innovation in the care sector while also raising awareness of the resources and services launched in the field of care to dignify the sector. These may include activities such as talks, conferences or other initiatives.
- Promote spaces within existing events to raise the sector's profile, showcase innovations and attract talent.
- Foster comprehensive initiatives with specialist stakeholders, such as the Hub Alzheimer Barcelona.

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

The main objective of this pillar is to provide both individual and collective support to caregivers (paid and unpaid, formal and informal) and to defend the right to quality care for both caregivers and care receivers, under dignified conditions and with shared responsibility between men and women.

The following **specific objectives** are proposed for this pillar:

3.1: Support for family and close caregivers and for domestic and care workers

Priority is given to supporting those who undertake care tasks in a family or professional setting, in order to recognise the value of their work and equip them with tools to improve their quality of life. This support includes resources that address the emotional and social needs of both formal and informal caregivers.

Key project: Telecare service for caregivers

Strengthen the programme of support for caregivers through access to the telecare service, offering home-based assistance in emergencies and personalised, ongoing telephone support, while promoting awareness of community support programmes for long-term care.

Budget: €172,095

Key project: Greater presence and outreach of the Barcelona Cuida space

Enhance the central role of the Barcelona Cuida space, which offers comprehensive information and advice on care – in person, online and by telephone, with or without an appointment – and with continuous opening hours from Monday to Friday and on Saturday mornings, as the city's leading centre for care.

Create a new Barcelona Cuida office in the Care Hub building at c/Almogàvers, 165 to enhance connectivity and opportunities for caregivers – particularly domestic and care workers – to access the training activities of the Care Academy, the care innovation laboratory and other initiatives to be developed.

Roll out to the districts through the implementation of 'Barcelona Cuida satellites' in community neighbourhood centres where the Community Well-being and Care Service will be delivered.

Budget: €600,000

Key project: Expansion of Caregiver Card services and benefits

The Caregiver Card is available to people who provide care in the city of Barcelona. Its objectives are to recognise, support and accompany caregivers by providing access to a catalogue of activities, services and specific benefits. Its mission is to highlight the work carried out by caregivers, stand with them, make care tasks easier and promote their well-being. This action seeks to consolidate and expand the range of Caregiver Card services and benefits by:

- Expanding health, self-care, well-being, personal development, cultural and leisure activities to build connections, raise awareness and promote rights.
- Expanding, within the framework of the Care Academy, the catalogue of training, skills acquisition and professional growth opportunities in care roles, both for informal caregivers and for domestic and care workers.
- Establishing partnerships with the third sector and the private sector, through the Network for Family Caregivers Support, to provide an integrated offer of care schools in the city.
- Offering new Caregiver Card services and benefits that address the needs and demands of the group, such as temporary on-street parking permits, hospital food discounts while the cared-for person is admitted, discounts at shops linked to care needs and home delivery of loaned books.
- Providing new psychosocial support and accompaniment services via apps.

Budget: €2,300,000

Other actions to support family and close caregivers and domestic and care workers

- Promote work–life balance programmes for families caring for people with disabilities.
- Expand outreach and strengthen remote emotional and psychological support services (24/7 telephone and chat support) for family caregivers and domestic and care workers with the Caregiver Card.
- Identify and monitor rights violations affecting people with severe disabilities and their families.
- Design technological tools that provide training, practical support and psychosocial assistance for home caregivers, with varying levels of intensity according to the degree of vulnerability.

3.2: Defending the right to quality care under dignified conditions for caregivers and care receivers

This objective emphasises the importance of ensuring that care is provided within a framework that respects labour, social and health rights, among others, for both caregivers and care receivers. It is considered an essential condition for moving towards a more equitable society.

Key project: Legal advice and support service for domestic employment contracts

Expand the legal advice and support service for domestic employment contracts, aimed at families, domestic and care workers, and sector professionals, and expand outreach and labour rights advocacy at 'Barcelona Cuida satellites' in neighbourhood centres.

The legal advice and support service for domestic employment contracts is the only service of its kind offered by the city of Barcelona. In addition to providing employment advice in the care sector, it offers guidance and support to family caregivers and workers in the process of formally contracting home care services. It facilitates the preparation of contracts and all associated procedures, ensures compliance with current regulations, and provides assistance with the regularisation of people in complex administrative situations, guaranteeing legal certainty for both parties.

Budget: €90,000

Key project: New protocol for preventing and addressing the abuse of people with dementia

To advance the rights of care receivers, a shared protocol must be developed across the health, social and third sectors to prevent and address cases of abuse of people with dementia from a restorative work perspective, drawing on existing best practices.

Budget: €70,000

Other actions to defend the right to quality care under dignified conditions

- Facilitate access to services such as the Labour Rights Defence Point, enabling workers and families to seek advice on employment conditions.
- Consolidate the end-of-life rights support point at the Barcelona Cuida space and expand activities for end-of-life accompaniment and bereavement support for caregivers.

- Explore the possibility of creating safe reporting protocols for domestic and care workers in an irregular administrative situation, in line with the findings of the Safe Reporting Barcelona research study.
- Work with the relevant public institutions (regional and national) and urge them to strengthen the care sector economy and improve working conditions.
- Facilitate procedures for domestic and care workers in an irregular administrative situation to register as city residents.

3.3: Support for the creation of community networks, self-organisation and empowerment of caregivers

The creation of mutual support networks and self-organisation spaces for caregivers (formal and informal) is encouraged, with the aim of strengthening their autonomy and advocacy capacity. These initiatives help to reduce isolation by providing tools for individual and collective empowerment and for improving working and health conditions.

Key project: Roll-out of the new Community Well-being and Care Service in community neighbourhood centres

Develop a dedicated service within community neighbourhood centres to position them as catalysts, coordinators and promoters of collective well-being, care and the fight against loneliness.

Budget: €2,400,000

Other actions to support the creation of community networks, self-organisation and empowerment of caregivers

- Strengthen coordination and expand the outreach of the range of support and self-help groups for caregivers in the city.
- Promote the Domestic and Care Workers' Roundtable, incorporating new member organisations and reinforcing actions to create shared workspaces and synergies between the public sector, organisations and domestic and care workers, with the aim of preventing job insecurity, defending rights and improving professionalisation and vocational integration.
- Support the creation of community networks, self-organisation and empowerment of caregivers, and community-based caregiving, with projects such as 'Radars'.
- Encourage support for existing local care networks or for those operating from community facilities such as neighbourhood centres.
- Include the caregiver community in community analyses and projects within the 'Barcelona Salut als Barris' (Barcelona Health in the Neighbourhoods) programme.
- Expand community projects to more neighbourhoods to enhance parenting skills within the framework of 'Barcelona Salut als Barris'.
- Offer an app enabling caregivers to connect directly based on shared criteria (such as location and the situation of the person receiving care).
- Engage organisations, services and residents in the 'Barcelona Salut als Barris' strategy to develop community processes aimed at improving neighbourhood health and well-being, reducing health inequalities in the city and promoting community care.

3.4: Promoting men's co-responsibility

Efforts are being made to break away from gender dynamics that perpetuate the unequal distribution of care work. The focus is on encouraging men to become more involved, both within the family environment and in the community sphere, as part of a broader cultural transformation.

Key project: Reinforce initiatives to promote men's shared responsibility in parenting (0–3 years)

Actions aimed at training professionals and families in family spaces, nursery schools, father's groups, men's groups, etc., to promote a transformation in the gender dynamics that lead to an unequal distribution of care.

Budget: European partnership agreement at no cost to the City Council (partner in the EMiNC project).

Other actions to promote men's co-responsibility

- Roll out localised actions to promote shared responsibility in care across gender and age groups.
- Promote work–life balance and shared responsibility measures in companies within the NUST network (municipal training modules, dissemination of materials, etc.).
- Support projects and initiatives led by residents and organisations that foster men's shared responsibility and care (for example, grants through Plural Masculinities Centre).
- Provide resources for addressing men's co-responsibility and care (training for professionals, educational materials, advisory services, etc.) to municipal facilities working with adolescents and young people.
- Incorporate content on shared responsibility into the Plural Masculinities Centre's educational materials (for example, educational kits).

3.5: Creating public spaces that facilitate care for both care receivers and caregivers

Public space is regarded as a key resource for facilitating care. This includes everything from adapting infrastructure and facilities to creating spaces that address the specific needs of both caregivers and care receivers, thereby improving the conditions in which these activities take place.

Actions to create public spaces that facilitate care for both care receivers and caregivers

- Design and implement a project for a temporary parking permit system for Caregiver Card holders.
- Provide financial support for accessibility measures. Through the City Accessibility Plan, the Accessibility Office will help the Municipal Institute for People with Disabilities create various grant schemes to improve accessibility, which could play an important role in supporting care – for example, grants to improve accessibility in residents' associations or other measures to facilitate access to public services.
- Expand the 'Patis oberts' (Open Playgrounds) project and roll it out to more schools.
- Consolidate spaces in municipal markets equipped with baby-changing facilities and WCs adapted for people with reduced mobility.
- Consolidate the 0–99 Play Space in the Clariana park at Plaça de les Glòries by incorporating accessible play equipment, facilities for children with autism spectrum disorder, baby-changing stations and WCs adapted for people with reduced mobility.
- Upgrade climate shelters to incorporate a care-focused approach.

Pillar 4: Building feminist alliances to recognise the central role of care

Pillar 4 underscores the fundamental importance of care as the foundation of individual and collective well-being and as an essential activity for sustaining life. It recognises the need for a cultural and structural transformation that places care at the heart of public policy, incorporating a feminist and intersectional perspective. The aim is to highlight the social and economic value of care, raise public awareness of the inequalities linked to caregiving and promote strategic partnerships that reinforce a community-based approach. Achieving these objectives requires generating knowledge (data, indicators, analyses, etc.) on the care needs of both care receivers and caregivers.

The following specific objectives are proposed for this pillar:

4.1: Raising the visibility of the social relevance of care, from a feminist perspective

Care is recognised as an essential pillar for the functioning of society. From the perspective of feminist economics, its contribution to sustaining life – often overlooked or undervalued – is analysed and asserted. This objective seeks to raise the profile of care work, both paid and unpaid, and to place it at the centre of political and social agendas.

Key project: Inclusion of the right to care in the Barcelona Human Rights Charter

Incorporate the right to care into the new Barcelona Human Rights Charter and the new Byelaw on Equal Treatment and Non-Discrimination. This recognises an emerging human right, directly linked to the right to dignity, as a cross-cutting right that encompasses both giving and receiving care.

Budget: No additional contribution required; covered by the ordinary budget.

Other actions to raise the visibility of the social relevance of care, from a feminist perspective

- Incorporate the perspective of care time into the Barcelona Intercultural Plan.

4.2: Raising awareness of social and gender inequalities in the caregiving and care receiving

This objective addresses inequalities in the distribution of care tasks, particularly in relation to gender, social class and immigrant background. It seeks to raise awareness of the unequal impact of how care is distributed and to promote a critical perspective that encourages a fairer redistribution.

Actions to raise awareness of social and gender inequalities in caregiving and care receiving

- Facilitate and promote information for families on contracting care services from social and solidarity economy (SSE) companies.
- Establish specific mechanisms for detecting and reporting discrimination, gender violence and violations of rights affecting the domestic and care workforce.

4.3: Partnerships with organisations, institutions, and associations for workers, feminists, immigrants, family members, etc., at local, regional, national and international level

Building a caring city requires working in partnership with a wide range of organisations, institutions and groups active in this field. Priority is given to collaboration with feminist movements, workers' associations, immigrant groups and local, regional, national and international networks, in order to enrich discussions and implement transformative policies.

Key project: Participation in international spaces and networks in the field of care to generate knowledge and share best practices

Participation in various spaces related to care is essential to building and promoting a cooperation network and gathering initiatives that have a positive impact at all levels. This action aims to highlight and strengthen the value of Barcelona City Council's presence in key exchange spaces.

Budget: No additional contribution required; covered by the ordinary budget.

Other actions to strengthen partnerships with organisations, institutions, and associations for workers, feminists, immigrants, family members, etc., at local, regional, national and international level

- Consolidate collaborative action developed through the work of the Network for Family Caregivers Support by expanding its membership and initiating new co-creation activities.
- Acknowledge and highlight the care and caregiver support services – complementary to health and social service portfolios – provided by organisations, and promote public awareness of them and referrals by health and social system professionals.
- Support the creation of networks and connections between domestic and care workers, expanding collaboration among organisations through joint activities.
- Urge the Barcelona Ombudsman's Office to establish a working group to advance the definition of the right to care as part of the set of emerging human rights.

4.4: Producing and managing knowledge on care needs, who provides care, under what conditions and the intersectional inequalities involved

Care policies must be grounded in a solid, up-to-date understanding of the needs, conditions and inequalities that define this field. The focus is on generating data and indicators to analyse who provides care, under what conditions, the intersectional inequalities that arise and how these can be effectively addressed.

Key project: Systems for generating and updating knowledge on care in the city

Promote systems for generating and updating knowledge about care in the city through the following actions, among others:

- Regular analyses of care in Barcelona like the one carried out for the preparation of the government measure.
- Compilation and systematisation of data to produce knowledge about female-dominated and precarious occupations in the city.
- Tools to measure perceptions of the importance of care and its social recognition (for example, the municipal Omnibus survey).
- Inclusion of a section on care in the future Gender Data Observatory.
- Analysis and comparison of the evolution of the relationship between care work and health status in the Barcelona Health Survey for 2016, 2021 and 2026.

Budget: €183,700

Other actions to produce and manage knowledge on care needs, who provides care, under what conditions and the intersectional inequalities involved

- Promote sectoral reports to gather key data on employment and economic activity in the care sector, helping to monitor its progress, as well as to compile information on best practices at national and international level.
- Explore the creation of a chair in the economics of care to drive innovation and research in this field, promote knowledge transfer, foster quality employment and generate wealth in the sector.
- Encourage the inclusion of a work–life balance clause in as many public contracts with companies as possible (for example, through training and support) and develop tools to ensure compliance (for example, checklists for units in charge of the tender process).
- Improve monitoring of dependants and the planning of services through the SSM-cat application.
- Assess the effects of living in housing with services on the health and well-being of older people.
- Conduct studies on health and working conditions, covering both paid work and unpaid domestic and care work.
- Profile the employment and working conditions, health status and quality of life of people engaged in paid care work (formal and informal) through the Health and Work Observatory.
- Work with other stakeholders to gain insight into the public resource needs of family caregivers and domestic and care workers.
- Analyse the effects of local public policies on the health and quality of life of people carrying out care work.
- Analyse and assess the various impacts of the Home Care Service (SAD), particularly the impact of organisational changes on working and employment conditions and on job satisfaction among the service's staff.

4.4. Table of actions

Pillar 1: Strengthening public services to reduce social and gender inequalities	27 actions (6 key actions)	Objective 1.1	Objective 1.2	Objective 1.3	Ongoing	Expanded	New		
		10	6	11	16	7	4		
Pillar 2: Driving social and technological innovation in the longevity care economy sector	24 interventions (4 key actions)	Objective 2.1	Objective 2.2	Objective 2.3	Objective 2.4	Ongoing	Expanded	New	
		5	8	7	4	4	3	17	
Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women	35 interventions (7 key actions)	Objective 3.1	Objective 3.2	Objective 3.3	Objective 3.4	Objective 3.5	Ongoing	Expanded	New
		7	7	9	6	6	16	10	9
Pillar 4: Building feminist alliances to recognise the central role of care	20 interventions (3 key actions)	Objective 4.1	Objective 4.2	Objective 4.3	Objective 4.4	Ongoing	Expanded	New	
		2	2	5	11	8	3	9	
								Total: 106 actions	

Legend – type of action:



ONGOING ACTIONS: Actions that are being consolidated.



















EXPANDED ACTIONS: Actions that are being substantially increased, either qualitatively or quantitatively.














NEW ACTIONS: Actions that are newly created, planned or in the design phase.

Pillar 1. Strengthening public services to reduce social and gender inequalities in caregiving

Specific objective	Action	Type	Main organiser	2025	2026	2027	2028	2029	2030
1.1 Public services for older people	1.1.1. Promote new housing developments with services for older people and explore expanding the model to people with disabilities.		Municipal Institute of Social Services Barcelona Municipal Institute of Housing Barcelona Public Health Agency Municipal Institute for People with Disabilities				●		
	1.1.2. Launch the 2025–2029 Dependency Improvement Plan to reduce Individual Care Plan (PIA) preparation waiting times for dependants and to improve the CSS's capacity to meet their needs.		Directorate for Local and Community Social Action Municipal Institute of Social Services			●			
	1.1.3. Enhance the quality of the Home Care Service by offering more personalised support.		Municipal Institute of Social Services				●		
	1.1.4. Implement the improvements under the new telecare service contract, such as emergency home interventions and the renewal and upgrading of home technology, while maintaining its universal nature.		Municipal Institute of Social Services				●		
	1.1.5. Promote the VinclesBCN service, incorporating a gender perspective into activities, workshops and interest groups.		Directorate of Services for Children, Young People and Senior Citizens		●				
	1.1.6. Advance social and healthcare projects (e.g., the Barcelona Integrated Intermediate Care Centre, integrated local SAD, etc.).		Municipal Institute of Social Services Barcelona Health Consortium		●				
	1.1.7. Promote intergenerational activities with a gender perspective in old people's centres, facilities and municipal services linked to the relevant Directorate.		Directorate of Services for Children, Young People and Senior Citizens		●				







Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
1.1 Public services for older people	1.1.8. Strengthen the 'Respir Plus' programme in its two formats: support for a few hours of SAD or a temporary residential stay.		Municipal Institute of Social Services Municipal Institute for People with Disabilities	●					
	1.1.9. Continue promoting the 'Viure i conviure' (Living Together) programme.		Directorate of Services for Children, Young People and Senior Citizens	●					
	1.1.10. Continue promoting the BCN +65 app, which groups together services for older people.		Directorate of Services for Children, Young People and Senior Citizens	●					
1.2 Public services for people with disabilities or illnesses	1.2.1. Promote respite programmes for people with disabilities.		Municipal Institute of Social Services	●					
	1.2.2. Continue providing the Independent Living service.		Municipal Institute for People with Disabilities	●					
	1.2.3. Continue delivering the adapted transport service.		Municipal Institute for People with Disabilities	●					
	1.2.4. Adapt both in-person and online direct care services for people with disabilities.		Municipal Institute for People with Disabilities				●		
	1.2.5. Promote and consolidate the 'Banc del moviment' (Movement Bank) project.		Municipal Institute for People with Disabilities	●					
	1.2.6. Provide training and guidance to education professionals on equality, special educational needs and related topics through the inclusive education team from the Department of Early Childhood Education and the Barcelona Education Consortium's 'Escoles per a la igualtat i la diversitat' (Schools for Equality and Diversity) programme.		Barcelona Municipal Institute of Education	●					













Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
1.3 Public services for parenting	1.3.1. Construction of four new nursery schools and expansion of one existing school.		Barcelona Municipal Institute of Education	●					
	1.3.2. Roll out the new family space programme and model.		Barcelona Municipal Institute of Education Municipal Institute of Social Services	●					
	1.3.3. Strengthen and integrate emotional support services for adolescents, young people and families.		Directorate of Services for Children, Young People and Senior Citizens Department of Mental Health	●					
	1.3.4. Provide free childcare spaces and promote shared responsibility for care through the 'Concilia' programme.		Foment de Ciutat – Neighbourhood Plan	●					
	1.3.5. Continue offering toy library and children's centre services.		Directorate of Services for Children, Young People and Senior Citizens	●					
	1.3.6. Expand promotion of the 'Tardes educatives' (Educational afternoons) programme of extracurricular activities, with financial support for low-income families.		Directorate for Education	●					
	1.3.7. Promote the 'Escoles bressol comunitàries' (Community nursery schools) project, using nursery school facilities to support care initiatives (e.g., experience-sharing between families).		Barcelona Municipal Institute of Education	●					
	1.3.8. Implement the Servei de Famílies Col·laboradores (Families Helping Out Service) at local level.		Foment de Ciutat	●					








Specific objective	Action	Type	Main organiser	Start year
1.3 Public services for parenting	1.3.9. Continue promoting the 'T'estiu molt' summer programme for children aged 1 to 17.		Directorate of Services for Children, Young People and Senior Citizens	2025
	1.3.10. Promote reduced rates at municipal facilities to meet care needs (e.g., discounts for single-parent families).		Barcelona Institute of Sports	2025
	1.3.11. Strengthen support measures for parents in their caregiving role (CDIAP).		Municipal Institute for People with Disabilities	2025
				2026
				2027
				2028
				2029
				2030

Pillar 2. Driving social and technological innovation in the longevity care economy sector






Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
2.1 Fostering talent to professionalise the sector	2.1.1. Establishment of the Care Academy.	N	Barcelona Activa						
			Barcelona Education Consortium						
			Stakeholders from the technological and social ecosystem						
	2.1.2. Promote the inclusion of social clauses in public contracts for care service provision, regularisation processes and recruitment at source, to continue reducing job insecurity in the sector.	A	Barcelona Activa						
			Municipal Institute of Social Services						
2.1.3. Provide mentoring and funded training for professional certification in care work under the Neighbourhood Plan.	N	Barcelona Activa	Directorate for Health and Care Services						
			Neighbourhood Plan						
			Barcelona Activa						
2.1.4. Explore new legal frameworks to improve public contract working conditions.	N	Barcelona Activa							
2.1.5. Raise awareness and deliver training to City Council organisational units involved in democratising care.	N	Barcelona Activa	Directorate for Health and Care Services						
			Directorate for Feminism and LGBTI Services						






Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
2.2. Driving impact entrepreneurship and social and technological innovation in the sector	2.2.1. Launch the Care Innovation Laboratory and showroom.		Barcelona Activa Stakeholders from the technological and social ecosystem		●				
	2.2.2. Create dedicated incubation spaces for entrepreneurial projects in the sector, enabling the creation and acceleration of new companies, as well as interaction between them through networking opportunities for stakeholders in the care ecosystem with a focus on entrepreneurship and innovation.		Barcelona Activa Stakeholders from the technological and social ecosystem		●				
	2.2.3. Promote entrepreneurship programmes, business development initiatives and networks for care organisations and projects in the social economy, incorporating a gender perspective.		Barcelona Activa Stakeholders from the technological and social ecosystem		●				
	2.2.4. Support the creation of care cooperatives in the city and facilitate mediation between users and cooperatives to encourage demand for and use of these services.		Barcelona Activa		●				
	2.2.5. Provide business model consultancy to projects and companies in the care sector through the Business Advice Office or other existing programmes.		Barcelona Activa		●				
	2.2.6. Encourage networking and collaboration between care sector companies, start-ups and talent to generate synergies and partnerships in innovation – for example, through CONNECTIO Cures.		Barcelona Activa		●				





Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
2.2. Driving impact entrepreneurship and social and technological innovation in the sector	2.2.7. Promote technological innovation to support people in the early stages of cognitive decline and their caregivers.		Directorate for Strategic Planning Services						
			Municipal Institute of Social Services						
	2.2.8. Support technological tools that strengthen the care workforce network and improve the provision of care services.		Directorate for Health and Care Services						
2.3. Financial support and aid	2.3.1. 'Impulsem el que fas' (We promote what you do) grant programme: new category for social and technological innovation in the care economy.		Barcelona Activa						
	2.3.2. Include the care sector as a strategic sector in the Barcelona Investment Fund, endowed with 30 million euros.		Barcelona Activa						
	2.3.3. Consider creating Crea Feina Barcelona aid to encourage companies and start-ups to hire professionals from the sector.		Barcelona Activa						
	2.3.4. Provide advice on applying for aid and funding schemes for technological solutions applied to the care economy.		Barcelona Activa						





Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
2.3. Financial support and aid	2.3.5. Promote the 'Enfortim l'ESS' grants, aimed at strengthening the social and solidarity economy in the field of care.		Directorate for Social and Solidarity Economy Services	●					
	2.3.6. Promote the funding of projects that support and promote the community of domestic and care workers through the general grant programme.		Directorate for Health and Care Services			●			
	2.3.7. Support the general grant programme and the funding of projects, activities and resources for family caregivers looking after people who are ill, dependent, disabled or elderly.		Directorate for Health and Care Services		●				
2.4. Promoting the care sector and its ecosystem	2.4.1. Relational map of care		Barcelona Activa		●				
	2.4.2. Implement actions to raise the profile of the care sector, promoting an entrepreneurial, innovative, open and connected ecosystem that can attract talent and investment, and position the city internationally.		Stakeholders from the technological and social ecosystem Barcelona Activa		●				
	2.4.3. Promote spaces within existing events to raise the sector's profile, showcase innovations and attract talent.		Barcelona Activa		●				
	2.4.4. Foster comprehensive initiatives with specialist stakeholders, such as the Hub Alzheimer Barcelona.		Directorate for Health and Care Services		●				






Pillar 3. Supporting caregivers, defending rights and pro







Specific objective	Action	Type	Main organiser	2025	2026	2027	2028	2029	2030
3.1 Support for family and close caregivers and for domestic and care workers	3.1.1. Consolidate the telecare service for family caregivers.		Municipal Institute of Social Services	●					
	3.1.2. Increase the visibility and outreach of the Barcelona Cuida space as the city's leading centre for care, and expand it across districts through the launch of 'Barcelona Cuida satellites' in community neighbourhood centres where the Community Well-being and Care Service will be delivered.		Directorate for Health and Care Services Department for Local Facilities and Community Policy	●					
	3.1.3. Promote work-life balance programmes for families caring for people with disabilities.		Municipal Institute for People with Disabilities						
	3.1.4. Consolidate and expand the services and benefits offered by the Caregiver Card, adding activities related to health, self-care, well-being and personal development, training and development in the caregiving role, and culture and leisure aimed at building connections, raising awareness and promoting rights.		Municipal Institute of Social Services Directorate for Health and Care Services	●					
	3.1.5. Expand outreach and strengthen remote emotional and psychological support services (24/7 telephone and chat support) for family caregivers and domestic and care workers with the Caregiver Card.		Directorate for Health and Care Services	●					

Specific objective	Action	Type	Main organiser	2025	2026	2027	2028	2029	2030
3.1 Support for family and close caregivers and for domestic and care workers	3.1.6. Design technological tools that provide training, practical support and psychosocial assistance for home caregivers, with varying levels of intensity according to the degree of vulnerability.		Directorate for Health and Care Services	●					
	3.1.7. Identify and monitor rights violations affecting people with severe disabilities and their families.		Directorate for Health and Care Services Office for Non-Discrimination Municipal Institute for People with Disabilities			●			
3.2. Defending the right to quality care under dignified conditions	3.2.1. Consolidate the legal advice and support service for domestic employment contracts, aimed at families, domestic and care workers, and sector professionals, and expand outreach and labour rights advocacy at the 'Barcelona Cuida satellites' in neighbourhood centres hosting the Community Well-being and Care Service.		Directorate for Health and Care Services	●					
	3.2.2. Facilitate access to services such as the Labour Rights Defence Point, enabling workers and families to seek advice on employment conditions.		Barcelona Activa	●					
	3.2.3. Consolidate the end-of-life rights support point at the Barcelona Cuida space and expand activities for end-of-life accompaniment and bereavement support for caregivers.		Directorate for Health and Care Services Municipal Institute of Social Services				●		




Specific objective	Action	Type	Main organiser	Start year						
				2025	2026	2027	2028	2029	2030	
3.2. Defending the right to quality care under dignified conditions	3.2.4. Explore the possibility of creating safe reporting protocols for domestic and care workers in an irregular administrative situation, in line with the findings of the Safe Reporting Barcelona research study.		Directorate for Health and Care Services							
			Directorate for Human Rights, Global Justice and International Cooperation							
	3.2.5. Work with the relevant public institutions (regional and national) and urge them to strengthen the care sector economy and improve working conditions.		Councillor's Office for Economic Promotion, Employment, Feminism and Democratic Memory							
	3.2.6. Facilitate procedures for domestic and care workers in an irregular administrative situation to register as city residents.		Directorate for Health and Care Services							
			Directorate for Human Rights, Global Justice and International Cooperation							
	3.2.7. Develop a shared protocol for addressing cases of abuse involving people who require care, applying a restorative approach.		Directorate for Health and Care Services							
Municipal Institute of Social Services Directorate of Services for Children, Young People and Senior Citizens Barcelona Health Consortium										

Specific objective	Action	Type	Main organiser	Start year
3.3. Support for the creation of community networks, self-organisation and empowerment of caregivers	3.3.1. Expand the new Community Well-being and Care Service in community neighbourhood centres.		Department for Local Facilities and Community Policy Directorate for Health and Care Services Directorate of Services for Children, Young People and Senior Citizens	2025
	3.3.2. Strengthen coordination and expand the outreach of the range of support and self-help groups for caregivers in the city.		Municipal Institute of Social Services Barcelona Health Consortium Directorate for Health and Care Services	2025 2027 2028
	3.3.3. Promote the Domestic and Care Workers' Roundtable, incorporating new member organisations and reinforcing actions to create shared workspaces and synergies between the public sector, organisations and domestic and care workers, with the aim of preventing job insecurity, defending rights and improving professionalisation and vocational integration.		Directorate for Health and Care Services	2025
	3.3.4. Support the creation of community networks, self-organisation and empowerment of caregivers, and community-based caregiving, with projects such as 'Radars'.		Municipal Institute of Social Services	2025





Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
3.3. Support for the creation of community networks, self-organisation and empowerment of caregivers	3.3.5. Encourage support for existing local care networks or for those operating from community facilities such as neighbourhood centres.		Foment de Ciutat – Community Action	●					
	3.3.6. Include the caregiver community in community analyses and projects within the ‘Barcelona Salut als Barris’ (Barcelona Health in the Neighbourhoods) programme.		Barcelona Public Health Agency				●		
	3.3.7. Expand community projects to more neighbourhoods to enhance parenting skills within the framework of the ‘Barcelona Salut als Barris’ programme.		Barcelona Public Health Agency		●				
	3.3.8. Offer an app enabling caregivers to connect directly based on shared criteria (such as location and the situation of the person receiving care).		Directorate for Health and Care Services					●	
	3.3.9. Engage organisations, services and residents in the ‘Barcelona Salut als Barris’ strategy to develop community processes aimed at improving neighbourhood health and well-being, reducing health inequalities in the city and promoting community care.		Barcelona Public Health Agency						●






Specific objective	Action	Type	Main organiser	Start year
3.4. Promoting men's co-responsibility in care	3.4.1. Implement localised actions to promote shared responsibility in care across gender and age groups.		Foment de Ciutat	2025
	3.4.2. Promote work–life balance and shared responsibility measures in companies within the NUST network (municipal training modules, dissemination of materials, etc.).		Directorate for Feminism and LGBTI Services	2025
	3.4.3. Reinforce initiatives to encourage men's shared responsibility in parenting for children aged 0–3 years (training for professionals and families in family spaces, nursery schools, fathers' groups, men's groups, etc.).		Directorate for Feminism and LGBTI Services Barcelona Municipal Institute of Education	2025
	3.4.4. Support projects and initiatives led by residents and organisations that foster men's shared responsibility and care (for example, grants through Plural Masculinities Centre).		Directorate for Feminism and LGBTI Services	2025
	3.4.5. Provide resources for addressing men's co-responsibility and care (training for professionals, educational materials, advisory services, etc.) to municipal facilities working with adolescents and young people.		Directorate for Feminism and LGBTI Services	2025
	3.4.6. Incorporate content on shared responsibility into the Plural Masculinities Centre's educational materials (for example, educational kits).		Directorate for Feminism and LGBTI Services	2025
				2026
				2027
				2028
				2029
				2030





Specific objective	Action	Type	Main organiser	2025	2026	2027	2028	2029	2030
3.5. Creating public spaces that facilitate care for both care receivers and caregivers	3.5.1. Upgrade climate shelters by incorporating a care-focused approach, making them more functional and useful for people in vulnerable situations and for caregivers (in collaboration with the CHANGE network's City Learning Labs project).	N	<p>Directorate for Feminism and LGBTI Services</p> <p>Department for Climate Action and Territory</p> <p>Foment de Ciutat – Neighbourhood Plan</p>			●			
	3.5.2. Design and implement a temporary parking permit system for Caregiver Card holders.	N	<p>Directorate for Health and Care Services</p> <p>Manager's Office for Mobility</p> <p>Manager's Office for Safety and Prevention</p> <p>Barcelona de Serveis Municipals</p>					●	
	3.5.3. Provide financial support for accessibility measures. Through the City Accessibility Plan, the Accessibility Office, via the Municipal Institute for People with Disabilities, will develop various grant schemes to improve accessibility, which could play a key role in supporting care – for example, grants to improve accessibility in residential communities or other measures to facilitate access to public services.	N	<p>Municipal Institute for People with Disabilities</p>					●	















Specific objective	Action	Type	Main organiser	Start year
3.5. Creating public spaces that facilitate care for both care receivers and caregivers	3.5.4. Expand the 'Patis oberts' (Open Playgrounds) project and implement to more schools.		Directorate for Education	2025
	3.5.5. Consolidate spaces in municipal markets equipped with baby-changing facilities and WCs adapted for people with reduced mobility.		Barcelona Municipal Institute of Markets	2025
	3.5.6. Consolidate the 0–99 Play Space in the Clariana park at Plaça de les Glòries by incorporating accessible play equipment, facilities for children with autism spectrum disorder, baby-changing stations and WCs adapted for people with reduced mobility.		Directorate for Education	2025
				2026
				2027
				2028
				2029
				2030

Pillar 4. Building feminist alliances to recognise the central role of care

Specific objective	Action	Type	Main organiser	2025	2026	2027	2028	2029	2030
4.1 Raising the visibility of the social relevance of care, from a feminist perspective	4.1.1. Incorporate the right to care into the new Barcelona Human Rights Charter and the new Byelaw on Equal Treatment and Non-Discrimination.		Directorate for Human Rights, Global Justice and International Cooperation Services					●	
	4.1.2. Incorporate the perspective of care time into the Barcelona Intercultural Plan.		Department of Interculturality and Religious Diversity	●					
4.2. Raising awareness of social and gender inequalities in the caregiving and care receiving	4.2.1. Facilitate and promote information for families on contracting care services from social and solidarity economy (SSE) companies.		Barcelona Activa	●					
	4.2.2. Establish specific mechanisms for detecting and reporting discrimination, gender violence and violations of rights affecting the domestic and care workforce.		Directorate for Human Rights, Global Justice and International Cooperation Services Directorate for Feminism and LGBTI Services Directorate for Health and Care Services			●			

Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
4.3 Alliances with organisations, institutions, and associations for workers, feminists, immigrants, family members, etc., at local, regional, national and international level	4.3.1. Consolidate collaborative action developed through the work of the Network for Family Caregivers Support by expanding its membership and initiating new co-creation activities.		Directorate for Health and Care Services	●					
	4.3.2. Acknowledge and highlight the care and caregiver support services – complementary to health and social service portfolios – provided by organisations, and promote public awareness of them and referrals by health and social system professionals.		Directorate for Health and Care Services Barcelona Health Consortium	●					
	4.3.3. Support the creation of networks and connections between domestic and care workers, expanding collaboration among organisations in joint activities.		Directorate for Health and Care Services	●					
	4.3.4. Participation in international spaces and networks in the field of care to generate knowledge and share best practices.		Directorate for International Relations Services Directorate for Feminism and LGBTI Services Directorate for Health and Care Services	●					
	4.3.5. Urge the Barcelona Ombudsman's Office to establish a working group to advance the definition of the right to care as part of the set of emerging human rights.		Directorate for Health and Care Services				●		

Specific objective	Action	Type	Main organiser	Start year
4.4. Producing and managing knowledge on care needs, who provides care, under what conditions and the intersectional inequalities involved	4.4.1. Promote systems for generating and updating knowledge on care in the city (analyses, observatories, etc.).		Barcelona Public Health Agency Directorate for Feminism and LGBTI Services Directorate for Strategic Planning Services Municipal Data Office	2025 2026 2027 2028 2029 2030
	4.4.2. Promote sectoral reports to gather key data on employment and economic activity in the care sector, helping to monitor its progress, as well as to compile information on best practices at national and international level.		Barcelona Activa BCN Vocational Training Foundation	2025 2026 2027 2028 2029 2030
	4.4.3. Explore the creation of a chair in the economics of care to drive innovation and research in this field, promote knowledge transfer, foster quality employment and generate wealth in the sector.		Barcelona Activa	2025 2026 2027 2028 2029 2030
	4.4.4. Encourage the inclusion of a work-life balance clause in as many public contracts with companies as possible (for example, through training and support) and develop tools to ensure compliance (for example, checklists for units in charge of the tender process).		Directorate for Feminism and LGBTI Services	2025 2026 2027 2028 2029 2030

Specific objective	Action	Type	Main organiser	Start year					
				2025	2026	2027	2028	2029	2030
4.4. Producing and managing knowledge on care needs, who provides care, under what conditions and the intersectoral inequalities involved	4.4.5. Improve monitoring of dependants and the planning of services through the SSM-cat application.		Municipal Institute of Social Services						
	4.4.6. Assess the effects of living in housing with services on the health and well-being of older people.		Barcelona Public Health Agency						
	4.4.7. Conduct studies on health and working conditions, covering both paid work and unpaid domestic and care work.		Barcelona Public Health Agency						
	4.4.8. Profile the employment and working conditions, health status and quality of life of people engaged in paid care work (formal and informal) through the Health and Work Observatory.		Barcelona Public Health Agency						
	4.4.9. Work with other stakeholders to gain insight into the public resource needs of family caregivers and domestic and care workers.		Directorate for Health and Care Services						
	4.4.10. Analyse the effects of local public policies on the health and quality of life of people carrying out care work.		Barcelona Public Health Agency						
	4.4.11. Analyse and assess the various impacts of the Home Care Service (SAD), particularly the impact of organisational changes on working and employment conditions and on job satisfaction among the service's staff.		Barcelona Public Health Agency						

5 Governance and monitoring

This government measure is based on a distinctly cross-cutting perspective and, for governance purposes, co-leadership mechanisms will be established and maintained both within the City Council itself (internal governance) and with other stakeholders (external governance).

Internal governance

The steering group that contributed to the design of this government measure (made up of Barcelona Activa, the Directorate for Feminism and LGBTI Services, and the Area for Social Rights of Barcelona City Council) will be maintained and strengthened. This group will oversee the implementation of the measure, meeting at least every six months. The steering group will monitor the actions carried out by the various organisational units involved in the government measure, and will incorporate new actions as they are implemented, ensuring that these comply with the approaches and principles set out in the measure.

An annual monitoring report will be prepared to share with the various councillors' offices, directorates and areas involved, outlining the progress made on the measure's actions and on key projects.

To implement the government measure, the steering group may incorporate new members when required to carry out the actions.

When the measure comes to an end, the steering group will lead its evaluation.

At the same time, other governance mechanisms may be established for specific pillars or projects.

External governance

One of the key actions of this government measure is to call for the creation of a **City Pact for Care**, made up of various stakeholders in the field.

- **Public authorities:** Barcelona City Council, consortia, agencies, institutes, Provincial Council, Government of Catalonia, etc.
- **Care providers or related sectors:** companies and employers' associations, social and solidarity economy enterprises, the social third sector, domestic and care workers, trade unions, etc.
- **Expertise:** academia, observatories, etc.
- **The public:** representatives of organised civil society, family and close caregivers, people requiring care, etc.

This City Pact for Care will have methodological and expert support to carry out the following tasks:

- Review the reports prepared by the steering group on the monitoring of the government measure.
- Act as a consultative body for the implementation of the plan.
- Promote conversations on the criteria for the city's care model.
- Provide a space for sharing knowledge to identify and assess new needs as they emerge in society.

The Pact will hold a regular meeting every two years and a special meeting to review the evaluation of the government measure at its conclusion.

6 Budget and resources

The budget for this government measure is determined by the new key actions or those involve a significant increase in expenditure. Accordingly, the budget does not include the 106 actions set out in the measure.

It should also be noted that the City Council allocates more than 250,000,000 euros annually to services such as nursery schools, the Home Care Service, home telecare and others, which contribute to the public care system as defined in this measure.

Budget for the key actions (2025–2030):

Pillar

1	Strengthening public services to reduce social and gender inequalities in caregiving	€122,448,999
2	Driving social and technological innovation in the longevity care economy sector	€12,285,000
3	Supporting caregivers, defending rights and promoting shared responsibility between men and women	€5,632,095
4	Building feminist alliances to recognise the central role of care	€183,700
TOTAL 2025–2030		€140,549,794

7 Participants in the drafting of the government measure

Management and technical implementation:

Barcelona Activa

Directorate for Feminism and LGBTI Services

Directorate for Health and Care Services

Barcelona City Council departments, institutes and organisations:

Barcelona Public Health Agency

Barcelona de Serveis Municipals

Barcelona Health Consortium

Barcelona Education Consortium

Department of Mental Health

Department of the Social and Solidarity Economy

Department for Local Facilities and Community Policy

Department for Climate Action and Territory

Department of Interculturality and Religious Diversity

Directorate for Local and Community Social Action

Directorate of Services for Children, Young People and Senior Citizens

Directorate for Education

Directorate for Human Rights, Global Justice and International Cooperation Services

Directorate for Strategic Planning Services

Citizens' Rights

Foment de Ciutat – Neighbourhood Plan

TIC Salut i Social Foundation

Manager's Office for Mobility

Manager's Office for Safety and Prevention

Barcelona Institute of Sports

Municipal Institute of Social Services

Barcelona Municipal Housing Institute

Municipal Institute for People with Disabilities

Barcelona Municipal Institute of Education

Barcelona Municipal Institute of Markets

Municipal Data Office

Councillor's Office for Economic Promotion, Employment, Feminism and Democratic Memory

Associations, participatory councils and organisations consulted:

Catalan Association of Welfare Resources (ACRA)
Citizen Agreement for an Inclusive Barcelona
Catalan Association of Family and Friends of Children with Cancer (AFANOC)
Alzheimer Catalunya
Anem per feina
Welfare and Development Association
Catalan Haemophilia Association
Barcelona Alzheimer's Family Association
Barcelona Health Hub
Barcelona Supercomputing Center
Càritas Barcelona
Barcelona Education Consortium
Official Association of Pharmacists
Official Association of Social Work
Official Association of Physicians of Barcelona
Advisory Council for Older People
Municipal Social Welfare Council
Europa sense murs
Multiple Sclerosis Foundation (FEM)
Kalipi Federation
Catalan Mental Health Federation
Filde Oro Gent gran
BCN Vocational Training Foundation
CAT Parkinson's Foundation
Jubert Figueras Foundation
ICTUS Foundation
Pascual Maragall Foundation
UAB Health and Ageing Foundation
SURT Foundation
Uszheimer Foundation
Villavechia Foundation
Group Saltó
Private Evangelical Hospital Foundation
Intermón Oxfam
Leitat
M4Social / Third Social Sector Board of Catalonia
Més que cures
Micractiva
Mujeres Migrantes Diversas
Oncolliga
Pere Virgili Health Park
Micro, Small and Medium-sized Enterprises of Catalonia (PIMEC)
Qida
Roca
SeniorDomo
Simón
Suara
Pompeu Fabra University
UOC CareNet Group
Yismin Association







8 Appendix: Key action sheets

Pillar 1: Strengthening public services to reduce inequalities in caregiving

Specific objective 1.1:

Public services for older people requiring care

01 Improving the quality of the Home Care Service (SAD)







 DESCRIPTION	<p>The new tender for the SAD introduces, among other measures, qualitative improvements such as new professional profiles for intervention in complex cases and community work, enhanced communication with service users and their families, and improved coordination with social and health services. It also provides targeted reinforcement of cleaning and maintenance services, the expansion of the localised SAD model, and the consolidation and strengthening of the quality control system.</p>	
 TARGET RECIPIENTS	<p>Older people and people with disabilities.</p>	
 STAKEHOLDERS INVOLVED	<p>Municipal Institute of Social Services</p>	
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 BUDGET	<p>€53,500,000</p>	
 INDICATORS	Indicator	Value
	<p>Satisfaction level of people receiving care</p>	<p>8 out of 10.</p>
	<p>Reduction in the number of complaints.</p>	<p>10%</p>

Pillar 1: Strengthening public services to reduce inequalities in caregiving

Specific objective 1.1:

Public services for older people requiring care

02 Launching the Dependency Improvement Plan 2025–2029







 DESCRIPTION AND OBJECTIVES	<p>The Plan will unify the city’s model of care for dependants, create a specialised team of professionals exclusively dedicated to preparing Individual Action Plans (PIAs), and enhance the capacity of the CSS to help people with ongoing dependency cases. This will be achieved by optimising work processes, collaborating with other institutions involved in this field, and increasing the human and financial resources required.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Reduce the time it takes to prepare a PIA in the city. • Facilitate access to the LAPAD (Act on the Promotion of Personal Autonomy and Care for Dependants) service portfolio by reducing the waiting list for PIA agreements to be drawn up. 							
 TARGET RECIPIENTS	<p>Officially recognised dependants (must have a LAPAD decision), their families and the community care environment.</p>							
 STAKEHOLDERS INVOLVED	<p>Barcelona Municipal Institute of Housing Municipal Institute of Social Services Barcelona Public Health Agency Municipal Institute for People with Disabilities</p>							
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>							
 BUDGET	<p>€1,300,000</p>							
 INDICATORS	<table border="1"> <thead> <tr> <th data-bbox="695 1597 1166 1648">Indicator</th> <th data-bbox="1174 1597 1485 1648">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="695 1648 1174 1910">Average waiting time for the preparation of a PIA, from the date the City Council receives the financial data sent by the Government of Catalonia until the PIA is signed.</td> <td data-bbox="1174 1648 1485 1910">120 to 140 days</td> </tr> <tr> <td data-bbox="695 1910 1174 2067">Number of people on the waiting list</td> <td data-bbox="1174 1910 1485 2067">50% reduction in the number of pending PIAs</td> </tr> </tbody> </table>	Indicator	Value	Average waiting time for the preparation of a PIA, from the date the City Council receives the financial data sent by the Government of Catalonia until the PIA is signed.	120 to 140 days	Number of people on the waiting list	50% reduction in the number of pending PIAs	
Indicator	Value							
Average waiting time for the preparation of a PIA, from the date the City Council receives the financial data sent by the Government of Catalonia until the PIA is signed.	120 to 140 days							
Number of people on the waiting list	50% reduction in the number of pending PIAs							

Pillar 1: Strengthening public services to reduce inequalities in caregiving

Specific objective 1.1:

Public services for older people requiring care







03 Implementing improvements in the new Telecare Service contract

 DESCRIPTION AND OBJECTIVES	<p>The aim is to renew the technology and advance the concept of 24/7 home care, covering all non-medical emergencies. To achieve this, the proposed improvements include: Establishing two separate telecare bases to reduce travel times.</p> <ul style="list-style-type: none"> Increasing the number of emergency care professionals to ensure sufficient capacity to meet the stated objectives. Coordinating with health services (emergency and primary care). <p>The objectives are to:</p> <ul style="list-style-type: none"> Provide peace of mind for the person receiving care and their family. Respond to emergencies when needed. Prevent and detect risk situations. Reduce isolation. Increase the likelihood that the service user can remain in their home. 									
 TARGET RECIPIENTS	<p>People over the age of 75; dependants or people with disabilities; people with special care needs; and caregivers residing in the city of Barcelona.</p>									
 STAKEHOLDERS INVOLVED	<p>Municipal Institute of Social Services</p>									
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>									
 BUDGET	<p>€11,000,000</p>									
 INDICATORS	<table border="1"> <thead> <tr> <th data-bbox="681 1599 1158 1653">Indicator</th> <th data-bbox="1158 1599 1474 1653">Value</th> </tr> </thead> <tbody> <tr> <td data-bbox="681 1653 1158 1760">Annual number of emergency home interventions</td> <td data-bbox="1158 1653 1474 1760">2030: 15,000 interventions.</td> </tr> <tr> <td data-bbox="681 1760 1158 1980">Average waiting time to access the telecare service</td> <td data-bbox="1158 1760 1474 1980">2030: 2 days for urgent admissions, 5 days for priority admissions and 16 days for standard admissions.</td> </tr> <tr> <td data-bbox="681 1980 1158 2087">Service user satisfaction level</td> <td data-bbox="1158 1980 1474 2087">Above 8.8 out of 10</td> </tr> </tbody> </table>	Indicator	Value	Annual number of emergency home interventions	2030: 15,000 interventions.	Average waiting time to access the telecare service	2030: 2 days for urgent admissions, 5 days for priority admissions and 16 days for standard admissions.	Service user satisfaction level	Above 8.8 out of 10	
Indicator	Value									
Annual number of emergency home interventions	2030: 15,000 interventions.									
Average waiting time to access the telecare service	2030: 2 days for urgent admissions, 5 days for priority admissions and 16 days for standard admissions.									
Service user satisfaction level	Above 8.8 out of 10									

Pillar 1: STRENGTHENING PUBLIC SERVICES TO REDUCE INEQUALITIES IN CAREGIVING

**Specific objective 1.1:
Public services for older people requiring care**

04 New housing with services for older people







 DESCRIPTION	<p>Housing with services refers to social rented housing, owned by the Municipal Housing Institute (IMHAB), for older people or people with disabilities. These homes include additional personal care services, enabling residents to age in a safe environment with the necessary support to maintain their autonomy. The proposed action aims to expand this model to people with disabilities and to assess the programme’s impact on residents’ health and well-being, as well as its role in preventing or delaying institutionalisation.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Offer older people in the city adapted, safe and comfortable housing, integrated within the community, with the necessary support to maintain personal autonomy. • Provide an alternative to potential residential admissions, poor living conditions or social isolation. 							
 TARGET RECIPIENTS	<p>Older people and people with disabilities.</p>							
 STAKEHOLDERS INVOLVED	<p>Barcelona Municipal Institute of Housing Municipal Institute of Social Services Barcelona Public Health Agency Municipal Institute for People with Disabilities</p>							
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>							
 BUDGET	<p>€27,500,000</p>							
 INDICATORS		2025	2026	2027	2028	2029	2030	TOTAL
	Number of housing units with services						1,900	
	Number of people served						2,100	

Pillar 1: Strengthening public services to reduce inequalities in caregiving

Specific objective 1.1:

Public services for older people requiring care

05 New model of co-living units within housing with services for older people







 DESCRIPTION	<p>The Quiron co-living unit will be an assisted shared home for fifteen older dependants, located in the same housing-with-services building planned for the site of the former Quiron clinic. It will operate under a person-centred care model, with a care team distinct from that of residential homes, and feature a new architectural design incorporating the latest technological innovations on the market.</p> <p>This unit will enable people to age in a safe and comfortable home-like environment, with greater decision-making power in relation to their daily activities. It reflects a municipal commitment to creating new care resources adapted to the needs of new generations of older people in a city with a high population density and significant challenges due to the lack of available land for construction.</p>	
 TARGET RECIPIENTS	<p>Older people who are dependent or have special care needs.</p>	
 STAKEHOLDERS INVOLVED	<p>Municipal Institute of Social Services Barcelona Municipal Institute of Housing</p>	
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 BUDGET	<p>€1,950,000</p>	
 INDICATORS	Indicator	Value
	<p>Satisfaction level of people receiving care</p>	<p>8 out of 10.</p>

Pillar 1: Strengthening public services to reduce inequalities in caregiving

Specific objective 1.1:

Public services for older people requiring care

06 Construction of four new nursery schools and expansion of one existing school






 DESCRIPTION	<p>Commence construction work or draw up project plans for four new nursery schools, and expand the facilities of an existing one, in order to increase the number of available places.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Increase the number of places in municipal nursery schools. • Increase the number of places available for children and families in vulnerable situations. 							
 TARGET RECIPIENTS	<p>Families with children aged 0 to 3.</p>							
 STAKEHOLDERS INVOLVED	<p>Barcelona Municipal Institute of Education</p>							
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>							
 BUDGET	<p>€27,198,999</p>							
 INDICATORS		2025	2026	2027	2028	2029	2030	TOTAL
	Number of new nursery schools	–	1	2	2	–	–	5

Pillar 2: Driving social and technological innovation in the longevity care economy sector

Specific objective 2.1

Fostering talent to professionalise the sector

07 Care Academy







 DESCRIPTION AND OBJECTIVES	<p>Spaces dedicated to promoting talent in order to professionalise the care sector through guidance, training, skills acquisition, certification and job placement. The aim is to equip professionals with new skills aligned with technological and social innovation, and to promote guidance and outreach activities to help change the narrative of the sector, encouraging the use of innovative methodologies:</p> <ul style="list-style-type: none"> • Advise and train individuals and companies in the care field from a social, health and technological perspective to foster the development of professional careers within the sector. • Promote vocational training at all levels and grades, as well as the acquisition of new skills (reskilling) and the improvement of existing skills (upskilling). • Design new professional profiles and training actions that take into account emerging roles and skills related to the use of technology in caregiving, incorporating new hybrid and flexible learning methodologies to facilitate access to training for people in vulnerable situations. • Identify companies in the sector and promote job placement. • Advise on processes for certifying professional skills acquired through work experience or training, and for the official recognition of qualifications. • Connect talent with innovation in the sector to design training programmes adapted to emerging needs and technologies. • Coordinate talent-promotion activities with other stakeholders in the education sector (Barcelona FP Foundation, Catalan Unemployment Office, CEB or other training centres) and with companies and start-ups linked to the sector. 	
 TARGET RECIPIENTS	<p>Students. Current care sector workers and those interested in careers in the field. Professionals from other sectors that may be involved in care.</p>	
 STAKEHOLDERS INVOLVED	<p>Barcelona City Council – Barcelona Activa Barcelona Education Consortium Stakeholders from the technological and social ecosystem</p>	
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 BUDGET	<p>€4,135,000</p>	
 INDICATORS	<p>Indicator</p>	<p>Value</p>
	<p>Number of students</p>	<p>8,800</p>

Pillar 2: Driving social and technological innovation in the longevity care economy sector

Specific objective 2.2

Promoting entrepreneurship and social and technological innovation in the sector

08 Care innovation laboratory and showroom







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>An open innovation laboratory for the care sector, incorporating a living lab, a technology showroom and the promotion of open innovation through sector challenges. This laboratory may also be used for training purposes, with innovative approaches linked to the Care Academy.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Promote social and technological innovation in the care sector. • Foster co-creation and innovation in the care sector through the creation of a living lab to test solutions in real environments. • Promote and explain the use of technology through the creation of a showroom to showcase the sector’s most innovative solutions. • Strengthen links between companies and the search for innovative care projects (within the framework of the Connectio open innovation platform and others). • Enable innovative, applied training that connects innovation with training and skills acquisition processes. • Engage with the university sector to encourage research and technology transfer in the sector. • Address innovation in the care field through its intersection with other related sectors (health, insurance, banking, housing, etc.). 	
 <p>TARGET RECIPIENTS</p>	<p>Students and professionals in the sector. Start-ups and companies with challenges or solutions in the care sector.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Barcelona City Council – Barcelona Activa Stakeholders from the technological and social ecosystem</p>	
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>€6,350,000</p>	
 <p>INDICATORS</p>	<p>Indicators</p>	<p>Values</p>
	<p>Number of students</p>	<p>8,800</p>
	<p>Number of companies using the laboratory</p>	<p>200</p>

Pillar 2: Driving social and technological innovation in the longevity care economy sector

Specific objective 2.3

Facilitating funding and grants

09 'Impulsem el que fas' (We promote what you do) grant programme: a new category to promote social and technological innovation in the care economy sector







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>Creation of a care category within the framework of the 'Impulsem el que fas' grant programme, including the funding of actions such as:</p> <ul style="list-style-type: none"> • Technological solutions for the ageing care sector. • Non-technological solutions for the ageing care sector. • Innovative training actions to improve the professionalisation of care. <p>The objectives are to:</p> <ul style="list-style-type: none"> • Promote social and technological innovation in the care sector by supporting the funding of pilot projects led by companies in the city. • Encourage innovative pilot projects and solutions for the transformation of the longevity care economy sector, promoting new caregiving models, improving the efficiency and sustainability of services, and enhancing conditions for caregivers and care receivers. • Foster investment in innovation in the care sector. • Identify initiatives with potential for scaling and impact in the sector. 	
 <p>TARGET RECIPIENTS</p>	<p>Caregiving organisations, technology start-ups or other companies interested in innovating in the care sector.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Barcelona Activa</p>	
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>€1,200,000</p>	
 <p>INDICATORS</p>	<p>Indicators</p>	<p>Values</p>
	<p>Number of projects</p>	<p>40</p>

Pillar 2: Driving social and technological innovation in the longevity care economy sector

Specific objective 2.4

Promoting the care sector and its ecosystem

10 Relational map of care







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>Prepare a map of relationships and stakeholders that includes companies, start-ups, research centres and groups, employers' associations and trade unions, as well as resources and innovative projects in the care economy sector. The map will support knowledge management, foster connections and partnerships, and ultimately revitalise the sector by connecting existing social and technological innovation projects in the city.</p> <p>The objectives include:</p> <ul style="list-style-type: none"> • Identifying and promoting stakeholders in the ecosystem and the sector's innovative initiatives. • Create and share social and technological innovation in the sector. • Promoting connections between stakeholders in the care ecosystem to create joint projects. • Encouraging the creation of meeting spaces and events for the care sector. 	
 <p>TARGET RECIPIENTS</p>	<p>Caregiving organisations, technology start-ups and other companies interested in innovating in the care sector. The care ecosystem in general.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Barcelona Activa Stakeholders from the technological and social ecosystem</p>	
 <p>CALENDAR</p>	<p>2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>€600,000</p>	
 <p>INDICATORS</p>	<p>Indicators</p>	<p>Values</p>
	<p>Number of stakeholders</p>	<p>420</p>

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.1

Support for family and close caregivers and for domestic and care workers

11 Telecare service for caregivers







 <p>DESCRIPTION</p>	<p>Strengthen the programme of support for caregivers through access to the telecare service, offering home-based assistance in emergencies and personalised, ongoing telephone support, while promoting awareness of community support programmes for long-term care.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Provide personalised support to non-professional caregivers. • Identify and reduce the risk of isolation and loneliness among caregivers. 	
 <p>TARGET RECIPIENTS</p>	<p>Non-professional caregivers providing care to dependants in the city.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Municipal Institute of Social Services</p>	
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>€172,095</p>	
 <p>INDICATORS</p>	<p>Indicators</p> <p>Number of caregivers served through Telecare</p>	<p>Values</p> <p>500 (2030)</p>

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.1

Support for family and close caregivers and for domestic and care workers

12 Increasing the presence and outreach of the Barcelona Cuida space







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>Enhance the central role of the Barcelona Cuida space, which offers comprehensive information and advice on care – in person, online and by telephone, with or without an appointment – and with continuous opening hours from Monday to Friday and on Saturday mornings, making it the city’s leading centre for care.</p> <p>Create a new Barcelona Cuida office in the Care Hub building at c/Almogàvers, 165 to enhance connectivity and opportunities for caregivers – particularly domestic and care workers – to access the training activities of the Care Academy, the care innovation laboratory and other initiatives to be developed.</p> <p>Expand to the districts through the implementation of ‘Barcelona Cuida satellites’ in community neighbourhood centres where the Community Well-being and Care Service will be delivered.</p>							
 <p>TARGET RECIPIENTS</p>	<p>General public, older people, caregivers, domestic and care workers.</p>							
 <p>STAKEHOLDERS INVOLVED</p>	<p>Directorate for Health and Care Services, Barcelona Activa Department for Local Facilities and Community Policy</p>							
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>							
 <p>BUDGET</p>	<p>€600,000</p>							
 <p>INDICATORS</p>		2025	2026	2027	2028	2029	2030	TOTAL
	Care service contact points or ‘Barcelona Cuida satellites’	7	9	10	10	10	10	56

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.1

Support for family and close caregivers and for domestic and care workers

13 Expanding the range of services and benefits offered by the Caregiver Card

 DESCRIPTION AND OBJECTIVES	<p>The Caregiver Card is available to people who provide care in the city of Barcelona. Its objectives are to recognise, support and accompany caregivers by providing access to a catalogue of activities, services and specific benefits. Its mission is to highlight the work carried out by caregivers, stand with them, make care tasks easier and promote their well-being. This action seeks to consolidate and expand the range of Caregiver Card services and benefits by:</p> <ul style="list-style-type: none"> • Expanding health, self-care, well-being, personal development, cultural and leisure activities to build connections, raise awareness and promote rights. • Expanding, within the framework of the Care Academy, the catalogue of training, skills acquisition and professional growth opportunities in care roles, both for informal caregivers and for domestic and care workers. • Establishing partnerships with the third sector and the private sector, through the Network for Family Caregivers Support, to provide an integrated offer of care schools in the city. • Offering new Caregiver Card services and benefits that address the needs and demands of the group, such as temporary on-street parking permits, hospital food discounts while the cared-for person is admitted, discounts at shops linked to care needs and home delivery of loaned books. • Providing new psychosocial support and accompaniment services via apps. 																								
 TARGET RECIPIENTS	<p>General public, older people, caregivers, domestic and care workers.</p>																								
 STAKEHOLDERS INVOLVED	<p>Directorate for Health and Care Services Barcelona Activa Municipal Institute of Social Services Mobility and Urban Services Barcelona Health Consortium Barcelona Libraries Consortium Network for Family Caregivers Support</p>																								
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>																								
 BUDGET	<p>€2,300,000</p>																								
 INDICATORS	<table border="1"> <thead> <tr> <th></th> <th>2025</th> <th>2026</th> <th>2027</th> <th>2028</th> <th>2029</th> <th>2030</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>Number of caregiver cards</td> <td>9,000</td> <td>2,000</td> <td>2,000</td> <td>2,000</td> <td>2,500</td> <td>2,500</td> <td>20,000</td> </tr> <tr> <td>Number of people with the psychosocial support app</td> <td>–</td> <td>200</td> <td>400</td> <td>600</td> <td>700</td> <td>100</td> <td>2,000</td> </tr> </tbody> </table>		2025	2026	2027	2028	2029	2030	TOTAL	Number of caregiver cards	9,000	2,000	2,000	2,000	2,500	2,500	20,000	Number of people with the psychosocial support app	–	200	400	600	700	100	2,000
	2025	2026	2027	2028	2029	2030	TOTAL																		
Number of caregiver cards	9,000	2,000	2,000	2,000	2,500	2,500	20,000																		
Number of people with the psychosocial support app	–	200	400	600	700	100	2,000																		

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.2

Defending the right to quality care under dignified conditions

14 Legal advice and support service for domestic employment contracts







	DESCRIPTION AND OBJECTIVES	<p>Consolidate and expand the legal advice and support service for domestic employment contracts, aimed at families, domestic and care workers, and sector professionals, while also expanding outreach and labour rights advocacy at 'Barcelona Cuida satellites' in neighbourhood centres.</p> <p>The legal advice and support service for domestic employment contracts is the only service of its kind offered by the city of Barcelona. In addition to providing employment advice in the care sector, it offers guidance and support to family caregivers and workers in the process of formally contracting home care services. It facilitates the preparation of contracts and all associated procedures, ensures compliance with current regulations, and provides assistance with the regularisation of people in complex administrative situations, guaranteeing legal certainty for both parties.</p> <ul style="list-style-type: none"> • The aim is to consolidate the service and offer specific, comprehensive and personalised legal assistance for the contracting of home care services in order to promote fair and decent working conditions in the professional domestic and care sector. • Guarantee specific support, particularly for workers in an irregular administrative situation. • Expand the offer of information and awareness-raising sessions on labour rights and obligations. • Expand the offer of information and guidance sessions in cases of discrimination, abuse, mistreatment or labour disputes in the care sector. • Promote equality and non-discrimination, raise awareness of rights and provide workshops on mechanisms for reporting workplace discrimination, etc.
	TARGET RECIPIENTS	<p>Domestic and care workers, with or without a contract, in a regularised or irregular administrative situation. Family members wishing to directly employ a domestic and care worker without mediation by a company. Professionals in the sector and other municipal legal advice services.</p>
	STAKEHOLDERS INVOLVED	<p>Directorate for Health and Care Services; Directorate for Human Rights, Global Justice and International Cooperation Services; Directorate for Immigration and Refugee Services</p>
	CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>
	BUDGET	<p>€90,000</p>
	INDICATORS	

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.2

Defending the right to quality care under dignified conditions

15 Actions to prevent and address abuse of older people and people with dementia







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>To strengthen the defence of the rights of care receivers, training will be provided for municipal social service professionals to improve their understanding of situations involving abuse of older people and to develop innovative approaches to psychosocial and rehabilitative intervention within the context of basic social services. In addition, a set of guidelines will be produced for the health, social and third sectors to prevent and address cases of abuse of people with dementia from a restorative work perspective, drawing on existing best practices.</p>	
 <p>TARGET RECIPIENTS</p>	<p>People affected by dementia who require care.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Municipal Institute of Social Services Directorate for Health and Care Barcelona Health Consortium</p>	
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>€80,000</p>	
 <p>INDICATORS</p>	<p>Indicators</p>	<p>Values</p>
	<p>Number of professionals completing the training before 2027</p>	<p>180</p>
	<p>Publication of the guidelines before 2028</p>	<p>Yes</p>

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.3

Support for the creation of community networks, self-organisation and empowerment of caregivers

16 Roll-out of the new model of community neighbourhood centres with the Community Well-being and Care Service







 DESCRIPTION AND OBJECTIVES	<p>Develop a dedicated service within community neighbourhood centres to position them as catalysts, coordinators and promoters of collective well-being, care and the fight against loneliness.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Improve city residents' well-being, with an emphasis on people in vulnerable situations, caregivers and those experiencing loneliness. • Promote a community model based on shared responsibility and active participation. • Position community neighbourhood centres as catalysts, coordinators and promoters of collective well-being, care and the fight against undesired loneliness. • Serve as 'Barcelona Cuida satellites' in neighbourhoods. 																
 TARGET RECIPIENTS	<p>City residents in general, with an emphasis on caregivers and people experiencing loneliness.</p>																
 STAKEHOLDERS INVOLVED	<p>Department for Local Facilities and Community Policy Directorate for Health and Care Services Directorate of Services for Children, Young People and Senior Citizens</p>																
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>																
 BUDGET	<p>€2,400,000 (€400,000 annually)</p>																
 INDICATORS	<table border="1"> <thead> <tr> <th></th> <th>2025</th> <th>2026</th> <th>2027</th> <th>2028</th> <th>2029</th> <th>2030</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>No. of community neighbourhood centres with the Community Well-being and Care Service</td> <td>8</td> <td>–</td> <td>–</td> <td>–</td> <td>–</td> <td>–</td> <td>8</td> </tr> </tbody> </table>		2025	2026	2027	2028	2029	2030	TOTAL	No. of community neighbourhood centres with the Community Well-being and Care Service	8	–	–	–	–	–	8
	2025	2026	2027	2028	2029	2030	TOTAL										
No. of community neighbourhood centres with the Community Well-being and Care Service	8	–	–	–	–	–	8										

Pillar 3: Supporting caregivers, defending rights and promoting shared responsibility between men and women

Specific objective 3.4

Promoting men’s co-responsibility

17 Reinforce initiatives for men’s shared responsibility in parenting (0–3 years)

 <p>DESCRIPTION AND OBJECTIVES</p>	<p>Develop actions to encourage men’s participation in care and parenting during their children’s early years.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Transform masculinities and promote gender equity and fair use of time through responsible fatherhood. • Improve the health and well-being of children, mothers and fathers themselves. 	
 <p>TARGET RECIPIENTS</p>	<p>Professionals and fathers of children aged 0–3 who use IMEB childcare facilities, specifically Family Spaces and nursery schools.</p>	
 <p>STAKEHOLDERS INVOLVED</p>	<p>Directorate for Feminism and LGBTI Services IMEB</p>	
 <p>CALENDAR</p>	<p>2025/ 2026</p>	
 <p>BUDGET</p>	<p>European partnership agreement at no cost to the City Council (partner in the EMiNC project).</p>	
 <p>INDICATORS</p>	<p>Indicators</p>	<p>Values (2025/2026 period)</p>
<p>Number of training sessions for early childhood education professionals on men’s involvement in care</p>		<p>5</p>
<p>Number of promotional actions for the project</p>		<p>2</p>

Pillar 4: Building feminist alliances to recognise the central role of care

Specific objective 4.1

Raising the visibility of the social relevance of care, from a feminist perspective

18 Including the right to care in the Barcelona Human Rights Charter







	DESCRIPTION AND OBJECTIVES	<p>Incorporate the right to care into the new Barcelona Human Rights Charter and the new Byelaw on Equal Treatment and Non-Discrimination. This recognises an emerging human right, directly linked to the right to dignity, as a cross-cutting right that encompasses both giving and receiving care.</p> <p>The objectives are to:</p> <ul style="list-style-type: none"> • Defend the needs of people receiving care and of the professionals who provide it. • Recognise the diversity of both those receiving and those providing care. • Address the intersectionality of this right alongside others (moral integrity, physical integrity, service provision, health, housing, quality public services, etc.). 										
	TARGET RECIPIENTS	<p>Care receivers (older people, people with disabilities, people undergoing medical treatment, people with specific care needs, etc.); care professionals; organisations defending the rights of care receivers; organisations, networks, advocacy groups and unions representing care professionals; municipal public services that serve care receivers and manage resources for care professionals.</p>										
	STAKEHOLDERS INVOLVED	<p>Directorate for Human Rights, Global Justice and International Cooperation Services</p>										
	CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>										
	BUDGET	<p>No additional contribution required; covered by the ordinary budget.</p>										
	INDICATORS	<table border="1"> <thead> <tr> <th data-bbox="708 1733 1129 1776">Indicator</th> <th data-bbox="1137 1733 1342 1776">2025</th> <th data-bbox="1350 1733 1485 1776"></th> </tr> </thead> <tbody> <tr> <td data-bbox="708 1787 1129 1921">Approval of the Human Rights Charter at the municipal plenary session, including the right to care</td> <td data-bbox="1137 1787 1342 1921">Yes</td> <td data-bbox="1350 1787 1485 1921"></td> </tr> <tr> <td data-bbox="708 1933 1129 2078">Approval of the new byelaw on equal treatment and non-discrimination at the municipal plenary session</td> <td data-bbox="1137 1933 1342 2078">Yes</td> <td data-bbox="1350 1933 1485 2078"></td> </tr> </tbody> </table>	Indicator	2025		Approval of the Human Rights Charter at the municipal plenary session, including the right to care	Yes		Approval of the new byelaw on equal treatment and non-discrimination at the municipal plenary session	Yes		
Indicator	2025											
Approval of the Human Rights Charter at the municipal plenary session, including the right to care	Yes											
Approval of the new byelaw on equal treatment and non-discrimination at the municipal plenary session	Yes											

Pillar 4: Building feminist alliances to recognise the central role of care

Specific objective 4.3

Partnerships with organisations, institutions and associations for workers, feminists, immigrants, family members, etc., at local, regional, national and international level

19 Participating in international spaces and networks in the field of care to generate knowledge and share best practices







 <p>DESCRIPTION AND OBJECTIVES</p>	<p>Participation in various spaces related to care is essential to building and promoting a cooperation network and gathering initiatives that have a positive impact at all levels. This action aims to highlight and strengthen the value of Barcelona City Council's presence in key exchange spaces.</p>	
 <p>TARGET RECIPIENTS</p>		
 <p>STAKEHOLDERS INVOLVED</p>	<p>Directorate for International Relations Services Directorate for Feminism and LGBTI Services Directorate for Health and Care Services</p>	
 <p>CALENDAR</p>	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 <p>BUDGET</p>	<p>No additional contribution required; covered by the ordinary budget.</p>	
 <p>INDICATORS</p>	<p>Number of international care-related spaces and networks where Barcelona is active</p>	<p>2</p>

Pillar 4: Building feminist alliances to recognise the central role of care

Specific objective 4.4

Producing and managing knowledge on care needs, who provides care, under what conditions and the intersectional inequalities involved

20 Systems for generating and updating knowledge on care in the city.

 DESCRIPTION	<p>Promote systems for generating and updating knowledge about care in the city through the following actions, among others:</p> <ul style="list-style-type: none"> • Regular analyses of care in Barcelona like the one carried out for the preparation of the government measure. • Compilation and systematisation of data to produce knowledge about female-dominated and precarious occupations in the city. • Tools to measure perceptions of the importance of care and its social recognition (for example, the municipal Òmnibus survey). • Inclusion of a section on care in the future Gender Data Observatory. • Analysis and comparison of the evolution of the relationship between care work and health status in the Barcelona Health Survey for 2016, 2021 and 2026. 	
 TARGET RECIPIENTS	<p>General population</p>	
 STAKEHOLDERS INVOLVED	<p>Barcelona Public Health Agency Directorate for Feminism and LGBTI Services</p>	
 CALENDAR	<p>2025 / 2026 / 2027 / 2028 / 2029 / 2030</p>	
 BUDGET	<p>€183,700</p>	
 INDICATORS	<p>Preparation of a Biennial Analysis of Care in the City</p>	<p>Yes</p>

**Government measure:
Barcelona advancing
the right
to care (2025–2030)**