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Castilla-La Mancha



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BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Project for the reform and adaptation of the support centre of 112 of the administration headquarters building of the regional Government of Castilla - La Mancha in Toledo.

Programa Operativo de Castilla la Mancha

Año 2022

Fondo Europeo de Desarrollo Regional

**PROJECT FOR THE REFORM AND ADAPTATION OF THE SUPPORT
CENTRE OF 112 OF THE ADMINISTRATION HEADQUARTERS BUILDING
OF THE REGIONAL GOVERNMENT OF CASTILLA - LA MANCHA IN
TOLEDO.**

The essential purpose of this Project has been to satisfy a key need, which is to provide a solution to the lack of a back-up centre for the 112 Emergency Service. Until the start-up of the Project, this service was provided exclusively at the premises of the Directorate General of Citizen Protection, on the Madrid-Toledo motorway at km 64.500. As a result of this situation, there were no alternatives for the continuation of the service in the event of any eventuality in which the facilities could be rendered unusable (fire, flooding, etc.), which could have the triggering effect of potentially suspending its functions and, consequently, the non-provision of the emergency service to the region. The Project also contemplates other solutions that serve to improve equally important aspects such as energy efficiency or the accessibility of the building. The work carried out covers a useful surface area of 770.16 m.

The purpose of the project is limited to the total refurbishment of the interior of the building's mezzanine floor, which, prior to the start-up of the new back-up centre, was occupied by the 012-information service, meeting rooms, offices and computer servers. In this sense, we have tried to improve the accessibility of the building, providing it with an exit to the outside - due to the age of the building and the dimensions of its lifts, access from the inside was impracticable - and optimising the available space, by redistributing it and replacing and improving the existing installations, obtaining greater performance. Thus, the following spaces have been built: a coordination room with a surface area of 1280.53 m², a CECOP room, 012 service, a multi-sector room, a rest room, *office*, toilets, etc.

With regard to the intervention on the facilities, it is worth highlighting, on the one hand, the renovation of the air conditioning and lighting system, an action that has led to a significant improvement in energy efficiency. On the other hand, the data processing centre has been resized, due to the fact that the existing one was obsolete, and new equipment with higher performance and smaller dimensions has been installed, occupying less space and serving both the back-up centre and the rest of the building.

—Lastly, due to the transversal nature of the operation, and as it affects the entire floor, the toilets have also been refurbished, with the construction of a new one with greater accessibility—. To the same extent, a 1.5 mm lead sheet has been installed in the area of the floor above the building's transformation centre, in order to protect and prevent the action of magnetic fields.

The overall budget for this project was 386,890.26 €, having been financed with ERDF funds 120,469.55 € through the operational programme 2014ES16RFOP010 - ERDF

Illustration 1. Plan of the back-up centre 112



1. Criterion one. The action has been adequately publicised among potential beneficiaries and the general public.

With regard to the communication of the action and, therefore, of its co-financing with ERDF funds, General Directorate for Citizen Protection has opted for the wide dissemination of this Project among citizens, publicising it through various channels.

Firstly, at the time of the execution of the operation, an information poster was put up announcing that the work had actually been carried out and, consequently, publicising the financing with European funds (see Illustration 3. Poster).

Illustration 3. Poster



Likewise, many media outlets have echoed this Project. Most of them are digital media of great regional and national scope, including, among others:

- El Español newspaper, which, according to recent studies by the analyst group GfK DAM, is the absolute leader in terms of daily readership in the Spanish press sector, with an average of 2,329,007 readers per day. This newspaper published the news of the reform of the 112 Support Centre on 21 November 2019, as

can be seen in Illustration 4. El Español - El Digital de CLM. In this, the relevance of the financing with ERDF funds is mentioned.

Illustration 4. El Español - El Digital de CLM



- Europa press, the agency that published the news on 20 November 2019, which can be consulted at the following link [The new 1-1-2 Emergency Service back-up centre will be up and running at the beginning of next year \(europapress.es\)](https://www.europapress.es)

Illustration 5. Publication in Europa press

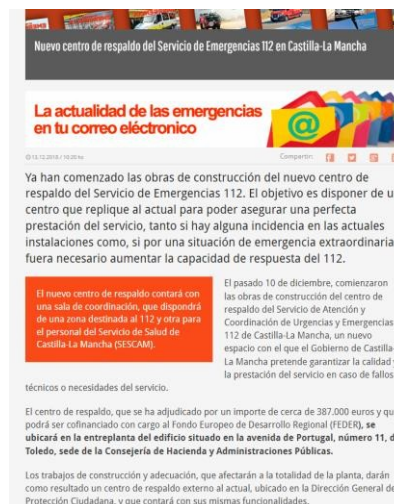


- Similarly, the technical magazine for Emergency Services professionals reported on the project on 13 December 2018, including, in the text of the news item, the European co-financing from the ERDF fund.

Illustration 6. Publication in the Emergency Services magazine



Illustration 7. Allusion to co-financing with ERDF funds in the Emergency Services magazine.



- Other regional newspapers have also publicised among their readers the refurbishment of the Project for the construction of the 112 Support Centre. All of them have highlighted the European funding from the European Regional Development Fund. The images below show some of these publications:

Illustration 8. Publication in El Diario de Castilla - La Mancha



Illustration 9. Publication in Ahora CLM.com



- On an institutional level, the Minister of Finance and Public Administrations, Alfonso Ruiz Molina, has communicated the project by participating in press conferences, as well as by means of sound bites such as the one dated 20

November 2019, available at the following link: [Ruiz Molina: Centro respaldo | Gobierno de Castilla-La Mancha \(castillalamancha.es\)](https://www.gob.es/gobierno-de-castilla-la-mancha/centro-respaldo)

2. Criterion two. Incorporates innovative elements

The action of reform and adaptation of the 112 Support Centre, financially supported by the European institutions through ERDF, incorporates innovative elements that reside in the very nature of the Project that is the subject of this report, with the aim of satisfying essential services for citizens such as health and safety.

At this point, the construction of the support centre is presented as a novel project in the region of Castile-La Mancha, as it is the first one with these characteristics to be built in the territory of Castile-La Mancha.

As has been indicated, beyond the innovative nature of the project *per se*, the execution of this work has been committed to energy efficiency, by means of an increasing improvement in the lighting and air conditioning systems, thus seeking to optimise the building's performance and long-term sustainability.

3. Criterion three. The results obtained are in line with the objectives set

The key purpose for which this Project was undertaken was the need to meet a substantial need of the citizens of the region of Castilla - La Mancha, that is, the provision of a physical space to be used as an alternative in the event of any incident that could affect the normal operation of the emergency service, such as fires, floods, technical failures, etc.

In this sense, this requirement became evident in the year 2020, when the COVID-19 pandemic began in our country. At this time, due to the high workload, the number of staff had to be multiplied in order to cover the health and social demands of the population, transferring the surplus of workers with respect to the normal volume of staff that make up the Emergency and Emergency Service 112 to the back-up centre. At this time, the 900 122 112 line was set up, free of charge and reserved for activation in the event of major emergencies. The call handling was based on three pillars: care by operators, by health personnel - mainly nurses - and by epidemiologists.

At this point, by way of illustration, it is worth noting that, in order to highlight the more than necessary nature of this Project, on 13 March 2020, the date on which the President of the Spanish Government appeared before the media to announce the declaration of the state of alarm and the subsequent confinement of the population the following day, the 112 recorded a total of 13,500 calls, the average for that year being 3,667 calls per day.

On the other hand, in addition to setting as a priority goal the satisfaction of the previous deficiency, in accordance with the principles of social and environmental responsibility, an attempt has been made to promote the search for solutions that would contribute to the reduction of the environmental impact that the Project could cause, so that, just as the

coverage of an essential basic need such as safety and health were determined as a crucial purpose, the achievement of energy efficiency was indicated as the primary goal to be reached, and it can be corroborated that this achievement has been more than satisfactorily obtained.

4. Criterion four. Contributes to the resolution of a regional problem or weakness.

The execution of the Project and adaptation of the Emergency Service 112 back-up centre has contributed to filling a gap that has been of great detriment to the population of Castilla-La Mancha, namely the potential lack of emergency service coverage in the event of any incident that could alter the normal functioning of this public service. It should be noted that this service mobilises and coordinates all emergency health resources in the region (Basic and Advanced Life Support and Medical Helicopters).

The promotion and encouragement of this initiative is of great benefit to citizens, as the project has safeguarded the continued provision of care services to the population in urgent and/or emergency situations, proposing alternatives that, until now, had not been foreseen, since, as has been explained, the construction of this back-up centre is a pioneer in the region.

5. Fifth criterion. It has a high degree of coverage of the target population.

The action is of great significance, given that more than two million inhabitants are the beneficiaries of this Project, affecting, in these terms, the whole territory of Castilla - La Mancha; as well as visitors and people who, mainly, in certain holiday periods (summer, Easter and Christmas) visit our region or travel along the extensive road network (with a length of 19,605 km), and railways, which link the centre of the peninsula with the rest of the Peninsula.

Thus, by virtue of what has been expressed in the previous paragraphs, it is clear that the benefits of the implementation of this Project reach the entire population of the region. In these terms, it is not trivial to consider that the entire population of the community of Castilla - La Mancha is a beneficiary of this Project, given that any citizen may require the intervention of the Emergency and Emergencies Service 112 for safety and/or health reasons.

Furthermore, it should be noted that the work carried out has not only had a positive impact on the public, but has also led to a considerable improvement in the working conditions of the workers, as the facilities have been completely refurbished, achieving a profound modernisation of the space and, more importantly, improving the accessibility of the building and its energy efficiency.

6. Criterion six. Considers the horizontal criteria of equal opportunities and environmental sustainability.

In carrying out this project, the criteria of equal opportunities, non-discrimination and social responsibility have been considered.

Firstly, during the processing of the dossier associated with the Project, compliance with the legal precepts on equality between men and women has been ensured, paying special attention to the use of neutral language.

On the other hand, as has already been pointed out, one of the initial purposes that motivated the promotion of this Project was the commitment to accessibility and, consequently, the improvement of the entrances and communications from two levels: both from the exterior and from the interior of the building itself.

In this context, and linked to the objective of accessibility, special emphasis has been placed on complying with a cross-cutting right of our legal system such as non-discrimination, which is a substantial improvement for the incorporation of workers with disabilities.

Finally, in terms of environmental responsibility, the development of this scenario has contributed significantly to the optimisation of the energy resources of the back-up centre, through the renovation of the air-conditioning and lighting system.

7. Seventh criterion. Creates synergies with other policies or instruments of public intervention.

The implementation of the Project has not only had an impact on the proper functioning of the Emergency and Emergencies 112 service, attached to the General Directorate for Citizen Protection, but has also directly benefited the entire building that houses the back-up centre, i.e. the Public Administration headquarters of the Ministry of Finance and Public Administrations of the Regional Government of Castilla - La Mancha.

Likewise, the action carried out has synergies with other public policies linked to health care and public safety. With the implementation of this project, a notable reduction in social inequalities has been achieved, as a result of the commitment to democratisation of access to essential services such as health and public safety.



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