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BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Improvement of Site for Social Services and Women's Assistance. (ISDS) "REDONDELA2020"

Redondela City Council

**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

GOOD PRACTICE SUSTAINABLE AND INTEGRATED URBAN DEVELOPMENT STRATEGY (ISDS) "REDONDELA2020" - REDONDELA CITY COUNCIL

ACTION: "IMPROVEMENT OF SITE FOR SOCIAL SERVICES AND WOMEN'S ASSISTANCE"

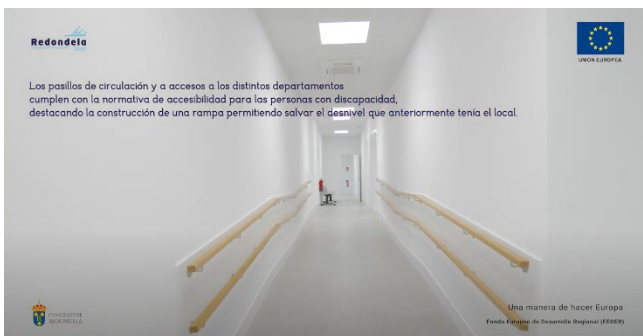
This action consists of the refurbishment of new premises to house the Municipal Social Services Office and the Women's Assistance Center. These premises will have facilities that allow universal access for all people, as well as a larger surface and spaces for public attention that will result in an improvement in the quality of the service.

The premises, located in Calle 8 de marzo N3 in Redondela, is in the most easily accessible area due to its proximity to the national road and the highway, and at the same time in a place where public transport is frequent and varied. This means that the vast majority of the population will be able to move easily to the space, on foot, by bicycle or by public transport.

The main problem solved by the adaptation of these new premises was the lack of space in the previous office intended for these functions, in addition to an improvement in accessibility through the construction of access ramps both outside and inside to overcome the unevenness of the premises. The lack of space and the limited access to people with reduced mobility did not allow to offer satisfactory services to citizens, which is now solved with this improvement.

The implementation of this action will improve the attention to the citizenship and will reinforce the confidence of this one in the public administration to carry out procedures that improve the quality of life and the needs of the people who reside in the municipality. Therefore, the greater the volume of social attention and attention to women, the greater the volume of construction of a strong and growing social fabric.

The action has an eligible cost of **271,776.25 €**, with an ERDF grant of 80% of **217,421 €**. It is estimated that the action will have a more concrete impact on the entire Galician municipality of Redondela, with 29,192 inhabitants.



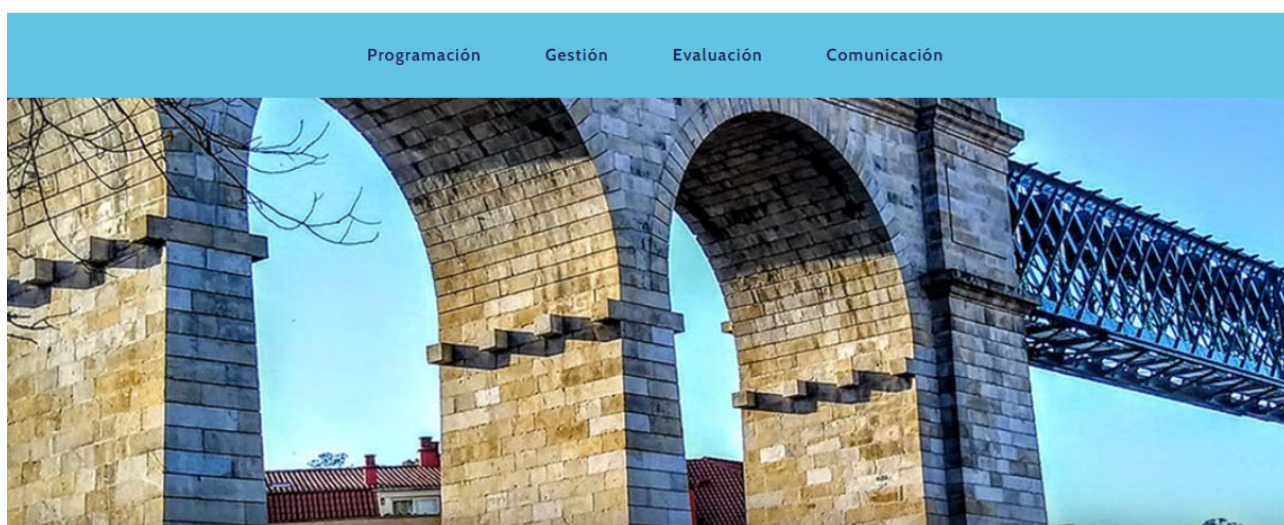
1. ERDF'S ROLE IN THE ACTION HAS BEEN ADEQUATELY DISSEMINATED AMONG BENEFICIARIES, POTENTIAL BENEFICIARIES AND THE GENERAL PUBLIC.

The communication carried out in the framework of this action has been done through the following elements:

- Website of the ISDS Strategy of the City Council of Redondela.



Tel: 986 400 300 - info@redondela.gal  Es  Ga



- Construction site sign and informative plaque



- Diffusion in the written press

- News in Diario Atlántico about the refurbishment works of the Social Services office and the Women's Attention Center. [Click here for more information](#)

- Informative leaflet

SERVICIOS SOCIALES

MARCO LEGAL POR EL QUE SE REGULAN LOS SERVICIOS SOCIALES COMUNITARIOS BÁSICOS:

- Ley 13/2008, de 3 de diciembre, de Servicios Sociales de Galicia
- Decreto 99/2012, de 16 de marzo, por el que se regulan los servicios sociales comunitarios y su financiamiento.

Los Servicios Sociales Comunitarios Básicos tienen un carácter local, abierto y polivalente constituyendo el canal normal de acceso al sistema de Servicios Sociales con el que se garantiza la universalidad del sistema y su proximidad a las personas usuarias, a las familias y al ámbito comunitario.

Se desarrollarán desde los centros de servicios sociales polivalentes por medio de equipos interdisciplinarios en busca de una atención integral.

Los servicios sociales son el conjunto coordinado de prestaciones, programas y equipamientos destinados a garantizar la igualdad de oportunidades en el acceso a la calidad de vida y a la participación social de toda la población mediante intervenciones que permitan el logro de los objetivos del sistema de servicios sociales:

- Facilitar alternativas, recursos e itinerarios de integración social
- Garantizar la vida independiente y la autonomía personal de las personas en situación de dependencia.
- Dar protección y oportunidades sociales y educativas.
- Prevenir la aparición de situaciones de dependencia, exclusión, desigualdad o desprotección.
- Garantizar la igualdad entre mujeres y hombres, la conciliación entre la vida personal, familiar y laboral.
- Promover y dinamizar la participación comunitaria
- Facilitar la aplicación efectiva de políticas transversales para la eliminación de la discriminación selectiva y exclusión social.

Los programas y servicios que se prestarán desde los Servicios Sociales Comunitarios Básicos son:

- Programa de valoración, orientación e información, en materia de bienestar social a las personas, grupos y a la comunidad.
- Servicio de Ayuda a Domicilio (SAD) Conjunto de atenciones a personas o unidades de convivencia en el propio domicilio para facilitar su desarrollo y la permanencia en su medio habitual.
- Servicio de Educación y Apoyo Familiar: Conjunto de proyectos y servicios de apoyo educativo y psicossocial dirigidos a las familias y unidades de convivencia que se encuentren en situación de mayor vulnerabilidad, en la que exista

presencia de menores en riesgo de desatención, en las que se identifiquen otros factores que revelen una situación de riesgo de exclusión social o en las que se pueda favorecer la autonomía e integración social de sus miembros.

- Programa básico de inserción social Dirigido a personas en situación o riesgo de exclusión social aplicando proyectos de intervención social
- personalizados o prestaciones económicas específicas, con acompañamiento a personas, familias o grupos social (participación comunitaria).

EL CATÁLOGO DE SERVICIOS SOCIALES ESTÁ INTEGRADO POR:

Intervenciones o servicios de carácter técnico-profesional: Información, orientación, asesoramiento y acompañamiento a personas, familias o grupos

Valoración y diagnóstico social de las demandas de la ciudadanía.

Intervención social, biopsicosocial, sociológica o socioeducativa.

Servicios y actuaciones de naturaleza material o tecnológica:

- Protección social de las personas con capacidad de obrar limitada
- Atención residencial
- Atención diurna
- Servicio de Ayuda a Domicilio
- Teleasistencia
- Apoyo en la movilidad personal
- Ayudas técnicas e instrumentales.

Prestaciones económicas:

- Rentas de inclusión social.
- Ayudas de emergencia social.
- Ayudas económicas a particulares para el fomento del acogimiento familiar.
- Libranza vinculada a la adquisición de servicios de atención a personas en situación de dependencia.
- Prestaciones para cuidados en el entorno familiar de personas en situación de dependencia.
- Prestaciones para cuidados en el entorno familiar de menores de tres años con grave discapacidad.
- Libranza para la asistencia personal de las personas afectadas por una situación de gran dependencia
- Prestaciones económicas dirigidas a las mujeres víctimas de violencia de género
- Ayudas económicas.

Programas de intervención comunitaria:

- Elaborados a partir del diagnóstico social de una comunidad definida, favoreciendo la cooperación y con la implicación de la ciudadanía.

ACONDICIONAMIENTO DE LA OFICINA MUNICIPAL DE SERVICIOS SOCIALES Y CENTRO DE ATENCIÓN A LA MUJER DEL CONCELLO DE REDONDELA.

En el mes de marzo del 2020, finalizaron las obras de acondicionamiento interior y exterior del local situado en la calle 8 de marzo, de titularidad del Concello de Redondela albergando la oficina municipal de servicios sociales y centro de atención a la mujer.

El local mide 350 m2 dividido en tres zonas, acondicionando una de Oficina de Servicios Sociales, otra de Atención a la Mujer y por último la Zona Común

La Oficina de Servicios Sociales y la de Atención a la Mujer se distribuyen en diez locales, sala de espera, aseos y distribuidores.

El exterior del local se acondicionó con la fachada del resto del edificio, con carpinterías en aluminio gris antracita y aplacado de piedra igual al existente jugando con la modulación de los huecos del local, e interiormente se dividió en zonas para albergar las distintas dependencias con una distribución que permita conseguir espacios para la atención al público y al mismo tiempo la privacidad necesaria para el desarrollo de las tareas administrativas. Optimizando el comportamiento energético de la envolvente térmica consiguiendo reducir las demandas de energía para calefacción en invierno, así como para refrigeración en verano.

Los pasillos de circulación y accesos a los distintos departamentos cumplen con la normativa de accesibilidad para las personas con discapacidad, destacando la construcción de una rampa permitiendo salvar el desnivel que anteriormente tenía el local.

La ejecución de la obra se realizó en 3 meses, siendo el presupuesto de licitación 318.574,52 euros, cofinanciada al 80% mediante el programa operativo FEDER de crecimiento sostenible 2014-2020, convocadas por Orden HAP/2427/2015, del 13 de noviembre.

Durante la ejecución de la obra se contrató a 3 operarios desempleados de larga duración, empadronados en el Concello de Redondela.









For this reason, the action has been disseminated both among potential beneficiaries and the general public.

2. THE ACTION INCORPORATES INNOVATIVE ELEMENTS

The innovative character of the action is found in the adaptation of a space to attract society and thus receive municipal services focused on social and women's services. Differentiate these two social areas acquires great relevance in this action because making a single area for women's care is remarkable and possible, thanks to the conditioning of the new space.

At present, due to the high demand, it was necessary to create the area of attention to women as an annex of the social services, so that the attention to the women of Redondela is of greater quality and effective.

The adequacy of premises for the development of municipal services, this time Social Services and Women's Services, is essential to be accessible and helpful to citizens. Many people who do not have access to computer systems can not submit certain procedures telematically, which is why such a space is essential for the universal use of municipal services offered by the City of Redondela.

Privacy for users is a point that has not been a priority for public administrations in general and that the City Council of Redondela has wanted to guarantee with the transfer of the office, as it is now in a larger place and with more private areas that guarantee the privacy of citizens in these procedures that can be delicate.

3. ADEQUACY OF THE RESULTS OBTAINED TO THE ESTABLISHED OBJECTIVES

The main objective of this action is to improve the quality of life of cities and citizens in an integrated manner, pursuing social cohesion and optimizing the use of resources, as stated in the Thematic Objectives 2 "Improving the use and quality of ICTs", 4 "Supporting the transition to a low carbon economy in all sectors" and 9 "Social inclusion and fight against poverty" of the DUSI Strategy Redondela 2020. Hereinafter OT2, OT4 and OT9.

From a social perspective, the adequacy of a space where social policies can be developed and where citizens can find information, advice and social assistance, is essential for improving the quality of life of citizens, as well as the creation of a strengthened and satisfied social fabric.

This action satisfies Operational Objective 003.2 "Social Inclusion", belonging to Strategic Objective 3 "Economic promotion and employment", which contributes to TO9. Therefore, the beneficiaries of this action are all the citizens of the municipality of Redondela, with special emphasis on those who have reduced mobility such as the elderly or those who need the use of wheelchairs, canes or crutches to move around. Also families who come with baby strollers.

It is important to emphasize that it also includes those people who do not have access to computer materials or do not know how they work, thus eliminating a barrier and offering the possibility of carrying out these procedures in person at the Social Services office. This action contributes to TO2, Strategic Objective 2 "Improve the connectivity of citizens with the Public Administration and facilitate connections with public and social facilities".

That is why the conditioning of a larger premises for the procedures of Social Services and attention to women is a benefit for the citizenship and increases the quality of life of society and strengthens the social fabric of the municipality of Redondela.

In addition, from a sustainable objective, the creation of such a space in an area where public transport operates regularly encourages the population to use more sustainable means than the private car to carry out their procedures and therefore is beneficial to the environment, another of the main objectives of the Sustainable Urban Development Strategy Redondela 2020: Environmental sustainability. Included in Strategic Objective 1 "Development of a friendly and sustainable city model with spaces for people, employment and social activity", which contributes to TO2.

4. CONTRIBUTION TO THE RESOLUTION OF A PROBLEM OR WEAKNESS DETECTED IN THE TERRITORIAL SCOPE OF IMPLEMENTATION

The number of users attending the Social Services office and the Women's Assistance Center in Redondela has increased in recent years. This fact has caused the processing of requests to be affected and not to be 100% efficient. This made citizens distrustful of the system and of the attention provided by their City Council. For this reason, it was decided to move to a larger space in which to increase the number of workers and social workers and thus increase the effectiveness in the processing of requests from citizens.

The transfer of the Social Services office and the Center for Women's Services from its previous headquarters to this new space is due, in addition to the above mentioned, to the imperative need to universalize access to these services, either by the interior structure of the new office, equipped with ramps and wide corridors; as well as by the location of the same, now allowing greater access by road and highway and encouraging the use of public transport to get there, as it is well connected by public transport.

The lack of access for people with reduced mobility prevented a large part of the population from going regularly to the Social Services office and the Women's Center.

The advantages achieved by the implementation of this measure is to achieve a greater influx in the office and that citizens find more areas, more staff and more effective care with respect to the above.

5. HIGH DEGREE OF COVERAGE OF THE TARGET POPULATION.

The beneficiaries of the action is the entire population of the municipality of Redondela, since the new premises will house the office of Social Services and the Center for Women's Services. An element of social assistance to which all citizens can go, and, in addition, thanks to the refurbishment of new, larger premises that comply with the measures of universal accessibility for all people, the entrance to the same has become a space of adequate access for all people.

100% of the population of Redondela benefits from this action, which also increases the quality of the service provided in this public entity since, thanks to the new premises, it has been possible to hire more public staff to speed up the processes and to increase the effectiveness of citizens' requests.

Another benefit of this action is in unemployment. To carry out this work, which has lasted several months, unemployed people from the municipality of Redondela have been hired. This also favors the labor fabric of the area and contributes to the activation of the sector.

6. CONSIDERATION OF THE HORIZONTAL CRITERIA OF EQUAL OPPORTUNITIES AND NON-DISCRIMINATION, AS WELL AS SOCIAL RESPONSIBILITY AND ENVIRONMENTAL SUSTAINABILITY.

The present action of refurbishment of premises to house the Social Services Office and the Women's Center of Redondela has a direct impact on the criteria of equal opportunities and non-discrimination due to the adequacy of the space for universal access for all people both internally and externally. The premises are equipped with external ramps to facilitate access to people with reduced mobility, as well as to those families who come to the office of Social Services and Women's Center with baby carriages.

The adaptation also extends internally, since a ramp has been built to overcome a large difference in level inside the premises.

On the other hand, in relation to social responsibility and environmental sustainability, this action favorably affects these criteria by creating a larger space for Social Services, which will improve efficiency and attention to citizens, as well as a specific center for women, which will attend in a direct and specialized way the cases that revolve around the specific needs and specific assistance to women. In addition, the adaptation of the new premises will involve an improvement in energy efficiency due to the progress in insulation materials that exist today compared to the previous premises that will reduce the use of heating or air conditioning. As well as the installation of new lighting fixtures that will lower consumption and reduce the environmental impact.

7. SYNERGIES WITH OTHER POLICIES OR INSTRUMENTS OF PUBLIC INTERVENTION

The action "Fitting out of new premises that will house the Social Services Office and the Women's Assistance Center" is part of one of the operations proposed in the framework of the Sustainable and Integrated Urban Development Strategy "Redondela2020", in which several actions are carried out that are directly linked to the one presented here:

- Sustainable Urban Mobility and Accessibility, since the location of the premises promotes the use of public transport. In addition, this action guarantees universal accessibility for the entire population to public buildings.
- Energy efficiency: With the adaptation of the premises we achieve an improvement in insulation, which would reduce the use of heating and air conditioning. Thus improving energy efficiency in public buildings.
- Social Cohesion: The implementation of this action favors the degree of integration of citizens in their community. They feel greater attention and quality in the administrative processes. In addition, the adaptation of this new public place has favored the creation of employment, since the work has been carried out by people, belonging to the municipality of Redondela, unemployed.
- Improvement to social care: With the implementation of this intervention the key objectives of this section proposed in the lines of action of the EDUSI Redondela 2020 are met. Improvement of the social assistance services, since by expanding the space the attention to the citizen will be greater, as well as more efficient since the staff of social workers has been expanded.
- The offer of social services will be wider, since the Center for the attention to women as a branch of the Social Services office has been housed in these premises. A fact that significantly improves the problems that most affect women and that need to be addressed in a more specific way.
- Providing the Social Services Office and the Women's Attention Center with a refurbished space, more careful and with more spaces to be attended, has a special impact on the objective of protecting the most disadvantaged groups and promotes social cohesion.

Finally, we must highlight this action for the efficient work it performs in protecting citizens, favoring social cohesion, speeding up procedures to help citizens and influencing the horizontal criteria of equality, guaranteeing equal opportunities between men and women. Thus ensuring greater social participation and guaranteeing universal access for all people to Social Services and the Women's Assistance Office.

