



# Carta de Services

## Social Welfare

## Presentation

The Department of Social Welfare in its commitment to develop the Social Inclusion and Cohesion Plan, will increase the management and strategic direction of actions in measures of inclusion and social cohesion linked to the Municipality of Benidorm.

The objective is to implement social policies that promote equal opportunities through different social agents and coordination between different administrations. In this way, new forms of organization will be implemented, more solid and focused on the development of management models that increase their effectiveness.

The Department is committed to inclusion by bringing resources to citizens and working policies that combine prevention with the support of the most disadvantaged through the maintenance of social protection levels that allow developing a decent life in which the social rights are guaranteed.

In the Department of Social Welfare of Benidorm City Council, various social initiatives are developed through which it is intended to promote the development and participation of people in their environment, paying special attention to those families using social services and at risk of social exclusion.

This Charter of Services aims to be an instrument at the service of the citizens and visitors of Benidorm that improves information and knowledge of the different services that the Department of Social Welfare puts at their disposal and our commitment to their needs are assumed.

## Fundamental Principles of the Service Charter

The Charter of Services of the Department of Social Welfare is an informative document addressed to users, citizens and visitors of Benidorm in which the services provided by the Department are collected as well as the rights that assist them while assuming the commitment to the provision of said services and the corresponding corrective measures are established.

### What is the Department of Social Welfare?

We provide information, guidance and advice on existing rights and social resources to solve the needs of the population.

Including diagnosis and referral in the cases that are required. In addition, we intervene with high-risk people or groups that need support to prevent their conflicts and their personal insertion in the social environment, due to social and / or economic causes, drug addiction, ex-inmates and young people with socialization difficulties

### What is our vision of the future?

The Department of Social Welfare claims that no citizen is not excluded from a Welfare Society. We work specifically with people with needs that hinder autonomous development in order to give them access to the resources they need to achieve all their projects.

## Services we provide

### Basic Primary Care

- Reception and social emergency service
- Social Inclusion Service
- Autonomy promotion service
- Family intervention service (sif)
- Psychological attention
- Promotion, equality and diversity service
- Community Action Service

### Specific Primary Care

- Community prevention unit in addictive behaviors (upcca)
- Specific intervention team in childhood and adolescence (eeiia)
- Judicial measures of juvenile offenders
- Legal advice
- Pangea

### Other Services

- Early attention
- Christmas campaign
- International Development Cooperation Grants
- Municipal plan for social inclusion and cohesion (pmics)
- Municipal councils

### Commitments and Indicators

Commitments	Indicators
1. Information, advice, guidance, training, mediation and support throughout the entire intervention process.	Number of interviews conducted

<p>2. Processing of municipal and extra-municipal economic aid as a driving element of the social and labor integration of the perceiving persons.</p>	<p>Number of files already started Number of referrals Number of aids processed</p>
<p>3. Development of comprehensive inclusion itineraries with people in situations of vulnerability and / or social exclusion, adapted to their specific needs, promoting personal, social and social skills and employability.</p>	<p>Number of cases attended. Number of custom plans developed. Number of elaborated socio-labor insertion itineraries. Number of psychosocial support programs</p>
<p>4. Development of job training programs to improve employability</p>	<p>Number of training actions carried out. Number of people participating in training actions. Number of Personal Wellness programs</p>
<p>5. Execution of psychosocial support programs for people at risk of exclusion.</p>	<p>Number of people benefiting from psychosocial support programs. Number of cases referred to other services Number of Personal Welfare attendees</p>
<p>6. Consensus participatory design of the socio-labor inclusion plan.</p>	<p>Number of beneficiaries of the programs that access the labor market</p>

## Rights of visitors and users

Visitors and users have the right to:

1. Clearly identify the administrative unit that is competent for the provision of the required service.
2. Receive general administrative information in person, by telephone and electronic in an efficient and fast way.
3. Be treated with respect and consideration
4. Receive real and truthful administrative information
5. Choose the channel through which to interact with the Department
6. Obtain information through electronic means of the procedures and procedures necessary to access the activities of the service and for its exercise
7. The security and confidentiality of the data contained in the files, systems and applications of the Department.
8. The quality of public services provided electronically by the Agency.

9. Collaborate and participate with the Department of Social Welfare by making inquiries, proposals or comments through email, by phone or by mail.

10. Submit suggestions and complaints in person, through the electronic office or by mail.

### **Breach of commitments**

In case of breach of the commitments contained in this Service Charter, the Department of Social Welfare proposes the following measures:

- Preferably execute the procedures that are affected by the commitments acquired in this Service Charter without prejudice to citizens' right to submit the pertinent complaints and suggestions

- Communication of apologies from the head of the organization in which the corrective measures are reported to correct the breach

- At the request of the affected persons, meeting with the head of the organization in which they will be given timely information of the corrective measures to remedy the breach

- The communication will be carried out, preferably via email or through the electronic website to make the response more flexible and faster.

### **Schedule, location and contact**

#### **Department of Social Welfare**

Address: Pintor Lozano Street

03501 Benidorm (Alicante)

Hours: From 8.30 a.m. to 2.00 p.m.

Tel : 966800931

Web: <http://www.benidorm.org/>

#### **Jelena Social Center**

Address: 11, Olivos Street

Tel : 965860226

[equality@benidorm.org](mailto:equality@benidorm.org)

[jelena@benidorm.org](mailto:jelena@benidorm.org)

**Tanit Social Center**

Address: 1, Secretario Baldoví Street

Tel : 965866305

**José Llorca Linares Social Center**

Address: Goya Street

Tel : 965867071

**La Torre Social Center**

Address: 6, Ciudad Real Street

Tel : 966803033