



DIPUTACIÓN
DE ALICANTE

Social Services



Social Services

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SOCIAL SERVICES

Social Services is the name given to the people, procedures, actions and resources assigned and designed to improve the advancement and full development of all people and groups, enhancing social well-being and quality of life in an environment where socially disadvantaged people, families and groups all live together.

I. Who is entitled to use Social Services (SS)?

Generally speaking, these services are available to Spanish nationals who are registered in one of the Valencia region's municipal areas, citizens of the European Union Citizens who are resident in the Valencia Region, extra-community citizens, exiled persons, refugees and stateless persons resident in the Valencia Region are entitled to the rights and services of the Public Social Services System. Entitlement is set out in a number of regulations, treaties and international agreements.

II. Levels of care provided by Social Services

The Government Public Services System has a two-tier social services structure:

a. Primary level care consists of General Social and Community Services and provides primary social care to the entire population. At this level, a social worker in the town where the person is registered is assigned to make an initial assessment of the situation. At this stage, multidisciplinary teams deliver an integrated, multi-faceted service to the general public, through preventive measures, assistance and rehabilitation. These services are available to all and are free of charge. They are run by social services centres attached to Local Authorities.

b. Secondary level of attention consisting of Specialised Social Services, which focus on certain sectors of the population which, because of their conditions, age, sex, disability, nationality or some other social, cultural or economic characteristic, require more specific attention from a technical and professional point of view. These services are sometimes managed by regional government (the Generalitat), by local entities in their territorial areas or by institutions or associations that may be privately funded or financed by those affected by the specific need in question.

Pursuant to Law 5/1997 of 25 June of the Valencia Regional Government (Generalitat Valenciana), Social Services in the Valencia Region delivers care for the following groups: families; children and youth, the elderly, people with disabilities, the drug dependent, the terminally ill, women, ethnic minorities and other persons at risk of exclusion.

III. General Social Services. What is a Social Services Centre?

The Social Services Centre is the first level of response from the Social Services System to all claims and social needs. It is the gateway to the system, the first point of contact. These services are available to the entire registered population and because they are provided locally, users are guaranteed immediate access. Their functions include the following:

- These centres provide information, carry out assessments, make diagnoses and give guidance to the population about their rights, available social resources and possible social interventions.
- They provide domiciliary care and support to the 'unit of coexistence' (family).
- Preventive measures can be taken in situations where there is a risk or social need.
- They manage emergency social benefits (financial aid).
- They encourage the setting up of associations for social cooperation.
- They cooperate with and encourage the community, social organisations and citizens to become actively involved in the social matters that affect them most directly.

IV. How can citizens access the Social Centre?

The procedure for using the social centre is established by each local authority, but usually you can telephone or call in to make an appointment.

Densely populated towns and cities such as Alicante, for example, have several Social Centres. Citizens are assigned to one or another according to where they are registered. (*)

Users generally are usually referred to specialised or secondary level social services by their primary care level when the need is identified. However, being seen at a primary level social centre is not a prerequisite to receiving specialist attention, and users may be referred immediately if the circumstances make this advisable.

* For specific information about the resources available to citizens in your area, contact your local social centre. *Please get in touch with the town council where you are registered for contact information of your local social centre. Online: www.ciudadanosextranjeros.es you will find a list with contact information for local authorities.*

V. Alicante Provincial Council

Alicante Provincial Council does important work in the Social Services area, primarily to support and cooperate with local authorities and groups of these, although it also delivers certain services and facilities directly to citizens.

Alicante Provincial Council has its own Social Services Department, which shows how important this area is to the Institution. This has an Equality, Youth and Foreigners Department, which designs and runs intervention programmes in different areas with groups in need of help and intervention.

Among the specific organisations and centres attached to the Alicante Provincial Council that deliver direct Social Services actions and services are:

- Provincial Home
- Instituto de la Familia Dr. Pedro Herrero
- Dr. Esquerdo Social-Care Centre

VI. Applicable law

- Law 12/2008 of 3 July 2008, of the Generalitat (Valencia Regional Government) on Integral Protection of Children and Adolescents in the Valencia Region.

- Legislative Decree 1/2003 of 1 April, of the government of Valencia, which enacts the consolidated text of the Law on Drug Dependency and other Addictions

- Law 9/2003 of 2 April, of the Generalitat, on Equality for Women and Men

- Law 11/2003 of 10 April, of the Generalitat, on the Statute of Persons with Disabilities

- Law 5/1997 of 25 June governing the social services system in the Valencia Region.

VII. Resources

The elderly:

Imserso (Institute for the Elderly and Social Services)

<http://www.imserso.es/>

- 901 10 98 99 **Imserso Information Telephone Line**
- 900 123 103 **Menjar a casa (Meals on wheels)**
- 900 100 011 **Helpline for the elderly**

Persons with disabilities:

Disability Information Service

<http://sid.usal.es/default.aspx>

Ivadis (Valencia Institute for Disabled People and Social Action)

<http://www.ivadis.com/>

The young:

Generalitat Jove. Valencian Youth Institute

www.gvajove.es/ivaj/opencms/IVAJ/es/index.html

Minors:

- 900 100 033 **Helpline for minors**
- 902 222 245 **Information on sexual abuse of minors (INFOABU)**

Women:

- 900 580 888 **24-hour helpline for women**
- 902 011 029 **Women's legal advisory service**
- 961 971 600 **Directorate-General for Women and Equality**

General:

Ministry of Health, Social Policy and Equality

<http://www.msps.es/>

Ministry of Justice and Social Welfare

<http://www.bsocial.gva.es/portal/portal?id=C>

PROP Guide Valencia Region

http://www.gva.es/portal/page/portal/inicio/atencion_ciudadano/buscadores

Department for Equality, Young People and Foreign Citizens at Alicante Provincial Council

<http://www.ladipu.com/Departamentos.aspx?t=Areas&id=83&a=0>

Foreign Citizens Unit at Alicante Provincial Council

www.ciudadanosextranjeros.com

Mental Health Department, Centro Doctor Esquerdo, Inst. Pedro Herrero family care at Alicante Provincial Council

<http://www.ladipu.com/Departamentos.aspx?t=Areas&id=120&a=0>

- 901 111 666 **Solidarity helpline**
- 902 122 080 **Municipal Social Centres in Alicante**

Provincial Home:

Tel. 9655 26 95 15

Partida de Orgegia 23-27. 03559

Dr. Pedro Herrero Family Institute:

Tel. 965939391

C/ Ramón de Campoamor 25. 03550

Dr Esquerdo Social-Care Centre:

Tel. 965939033



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