



Ajuntament
de Barcelona






Municipal Institute of Social Services

**Emergency actions by Social
Services to counter the
COVID-19 situation**










**Monthly Monitoring Report
16 March - 15 April 2020**








Public Areas and Emergencies

-  CUESB
-  SISMO
-  SDI
-  OPAI and SISFAM
-  Conflict Management Service

Homeless People











-  Soup Kitchens for the Homeless
-  Hygiene services
-  Primary shelter resources (CPA/CRAB)
-  Day centres for the homeless
-  Residential facilities for the homeless
-  Inclusive flats
-  Independent accommodation with collective services
-  SIS - Treatment
-  Housing First

Children and family











-  Open Centres
-  Family Collaboration Service
-  SAD - socio-educational
-  EDEIAR
-  EAIA

-  SARA

Territorial Social Services

-  Social Services Centres
-  DATC
-  SADEP
-  Social and Economic Benefits Office
-  Census of Homeless People
-  Social soup kitchens
-  Temporary accommodation (hostels)
-  DISA
-  Làbora
-  RADARS

Senior Citizens

-  SAD - care
-  Telecare
-  Municipal residencies and monitored apartments
-  Housing with services
-  SAUV
-  Functional help for the home
-  Meals in company
-  Meals at home
-  Day-care centres for senior citizens
-  RESPIR

Summary of the first month of emergency operations to counter COVID-19



6 comprehensive housing facilities for homeless people have been opened, with a total of 672 places



An emergency residential centre has been opened for the preventative confinement of dependent senior citizens who do not present COVID-19 symptoms and who have lost their support network, with a total **of 18 places**

5 extraordinary food facilities and 2 hygiene facilities have been opened, which provide:



1,040 meals a day, on average



more than 100 showers a day

Summary of the first month of emergency operations to counter COVID-19

-  The number of meals served by normal food services in Barcelona has increased by 113%
-  The amount of financial aid allocated to cover the population's most basic necessities has increased by 158% (compared to February 2020) or €1,806,809 (5,554 cases)
-  On-duty Social Services centres have provided **417 cases of in-person professional assistance**, **9,499 professional social evaluations by telephone** and **8,691 cases of assistance by the administrative management unit**.
-  The **telecare service has made 61,402 calls** during the COVID-19 campaign
-  The SAD (Home Care Service) **has ensured 100% of its services for people in a vulnerable situation**. In order to do so, it has reduced its other services by 50% and suspended its cleaning service. **4 specific teams have been created to care for positive COVID-19 cases**

Summary of the first month of emergency operations to counter COVID-19



Barcelona's municipal senior citizen residencies have applied proportional contingency protocols and **they have been provided with 1,510 masks, 6,300 gloves**, 59 gowns, 40 waterproofs and 310 overalls in order to ensure compliance with these protocols and the safety of the residents and professional staff.



Barcelona City Council's 3 Primary Shelter Centres for homeless people (Nou Barris, Zona Franca and Sarrià) which usually only provide a night-time service, **are now offering 24-hour services for the people staying there.**

These Primary Shelter Centres and the Basic Care Centres attend to 316 people 24 hours a day, and the Residential Centres care for 504 people who are confined to these facilities.



The CUESB has attended 3,756 cases, with a 324% increase in the number of telephonic assistance cases. It is currently the only service responding to people that have fallen at home who have tested positive for COVID-19.



Summary of the first month of emergency operations to counter COVID-19



Social Services and public-area interventions have provided **in-person professional attention in 3,724 cases** and **8,522 professional social evaluations by telephone**.



The services normally responsible for social assistance in public areas have carried out **260 in-person social evaluations** and **52 telephonic evaluations for access to extraordinary accommodation facilities** (La Fira facility and Baluard facility). **2 new public-area teams have been set up, consisting of 36 professionals** from the regular services (SISMO, SGC, OPAI, SDI)



Main data for Human Resources

IMSS INTERNAL SERVICES

DIRECT Provision of Internal Services

(SSC, mobile team, school educators, EAIA, EDEIAR and SADEP)



Central Services

(Carrer València and benefits office)



■ Working in person ■ Teleworking

The professional staff work in weekly shifts. Therefore, a total of **544 professionals** have provided in-person services.

IMSS INTERNAL SERVICES

Services for covering basic needs



CUESB



Public Area intervention services



Services for homeless people



Services for children and family



Services for senior citizens



■ Working in person ■ Teleworking ■ Non-operational

* Non-operational staff are related to absenteeism and/or sick leave linked to COVID-19

Main data on Material Resources

PERSONAL PROTECTION RESOURCES FOR PROFESSIONAL PERSONNEL

The Benefits Office has coordinated the management of the PPE (purchasing, donations and distribution). **334,710 units of PPE have been distributed** to both direct-provision internal services and outsourced services.



TELEWORKING RESOURCES PROVIDED

Teleworking resources	IMSS Central and Social and Financial Benefits Office		DIRECT Provision of Internal Services (SSC, mobile team, school educators, EAIA, EDEIAR and SADEP)		TOTALS	
	Nº.	%	Nº.	%	Nº.	%
Professionals who already have a corporate laptop	14	9.79%	231	23.89%	245	22.07%
New corporate laptops + PULSE	40	27.97%	0	0.00%	40	3.60%
Povis3 / RemoteApp	57	39.86%	11	1.14%	68	6.13%
GetAccess	47	32.87%	966	99.90%	1,013	91.26%

1,121 TELEWORKING RESOURCES PROVIDED

With the support of the Municipal Institute of Information Technology, remote working tools have been provided for all organisation personnel who are teleworking.

Main data for the care of HOMELESS PEOPLE

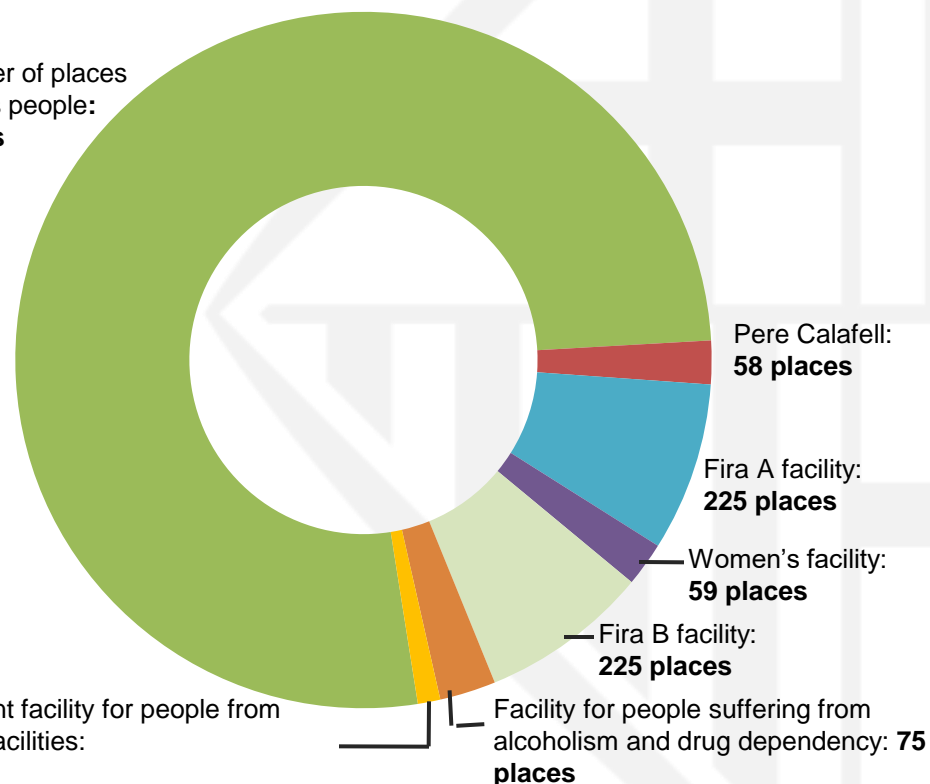
INCREASE IN THE CITY'S ACCOMMODATION PLACES

**672 MORE PLACES FOR
HOMELESS PEOPLE SINCE 20
MARCH**



Barcelona City Council normally has **2,200 places**, already occupied, for the accommodation of homeless people. With the introduction of the state of alert, **this figure has been increased to 2,872.**

Usual number of places
for homeless people:
2,200 places



Main data for the care of HOMELESS PEOPLE

HYGIENE AND CLOTHING SERVICES

CPA Nou Barris, CRAB Horta and EIM Meridiana have closed their direct-access hygiene services due to confinement at those centres. This means **a reduction of 115 direct-access showers** a day

115 SHOWERS A DAY ARE CURRENTLY NOT BEING PROVIDED

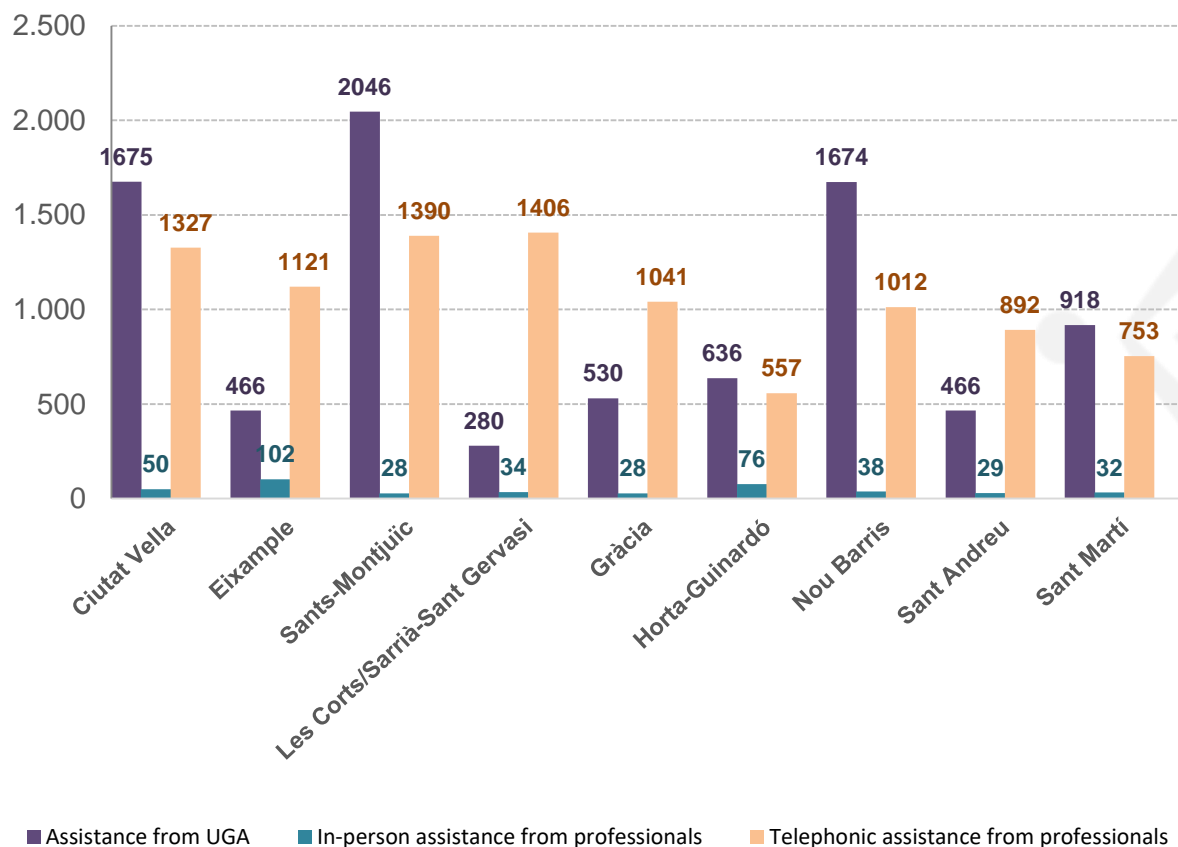
120 SHOWERS A DAY PROVIDED BY EXTRAORDINARY SERVICES

Two new hygiene and clothing facilities have been created (ASSIS and Estació del Nord) which provide **120 showers a day**, in order to cover the shower and clothing needs of homeless people



Main care data for TERRITORIAL SOCIAL SERVICES

NUMBER OF CARE SERVICES CARRIED OUT BY THE 9 ON-DUTY SSC



417 in-person professional attention, 9,499 social evaluations by telephone and 8,691 cases of assistance by the administrative management unit



Main care data for TERRITORIAL SOCIAL SERVICES

FINANCIAL AID: *Comparison between February 2020 and March 2019*

ITEMS		Period 16/3/20 to 15/4/20	February 2020	Variation March 2019 / Period	March 2019	Variation March 2020 / Period
Food	Nº. of Benefits	4668	800	483.50%	739	531.66%
	Amount	€997,539.23	€139,692.36	614.10%	€119,509.81	734.69%
School	Nº. of Benefits	2	73	-97.26%	70	-97.14%
	Amount	€145.80	€12,064.87	-98.79%	€14,850.21	-99.02%
General	Nº. of Benefits	6	38	-84.21%	29	-79.31%
	Amount	€1,636.00	€4,727.04	-65.39%	€5,460.20	-70.04%
Housing Maintenance	Nº. of Benefits	87	141	-38.30%	146	-40.41%
	Amount	€57,418.92	€54,173.52	5.99%	€79,324.30	-27.61%
Job Placement	Nº. of Benefits	1	6	-83.33%	4	-75.00%
	Amount	€11.35	€350.00	-96.76%	€829.00	-98.63%
Leisure	Nº. of Benefits		24	-100.00%	21	-100.00%
	Amount		€3,201.44	-100.00%	€2,491.75	-100.00%
Clothing and Personal Hygiene	Nº. of Benefits	17	21	-19.05%	12	41.67%
	Amount	€1,406.50	€1,470.35	-4.34%	€833.95	68.66%
Health	Nº. of Benefits	57	120	-52.50%	88	-35.23%
	Amount	€3,704.97	€14,175.08	-73.86%	€10,208.69	-63.71%
Transport	Nº. of Benefits	8	163	-95.09%	143	-94.41%
	Amount	€256.05	€6,607.61	-96.12%	€8,558.83	-97.01%
Housing Accommodation	Nº. of Benefits	708	770	-8.05%	579	22.28%
	Amount	€302,068.61	€334,627.69	-9.73%	€232,506.57	29.92%
Accommodation in hostels	Nº. of Benefits	206	415	-50.36%	269	-23.42%
	Amount	€442,622.46	€905,369.76	-51.11%	€400,061.04	10.64%
Total number of benefits		5554	2156	157.61%	1831	203.33%
Total amount in benefits (excluding hostels)		€1,364,187.43	€571,089.96	138.87%	€474,573.31	187.46%
Total amount in benefits (including hostels)		€1,806,809.89	€1,476,459.72	22.37%	€874,634.35	106.58%

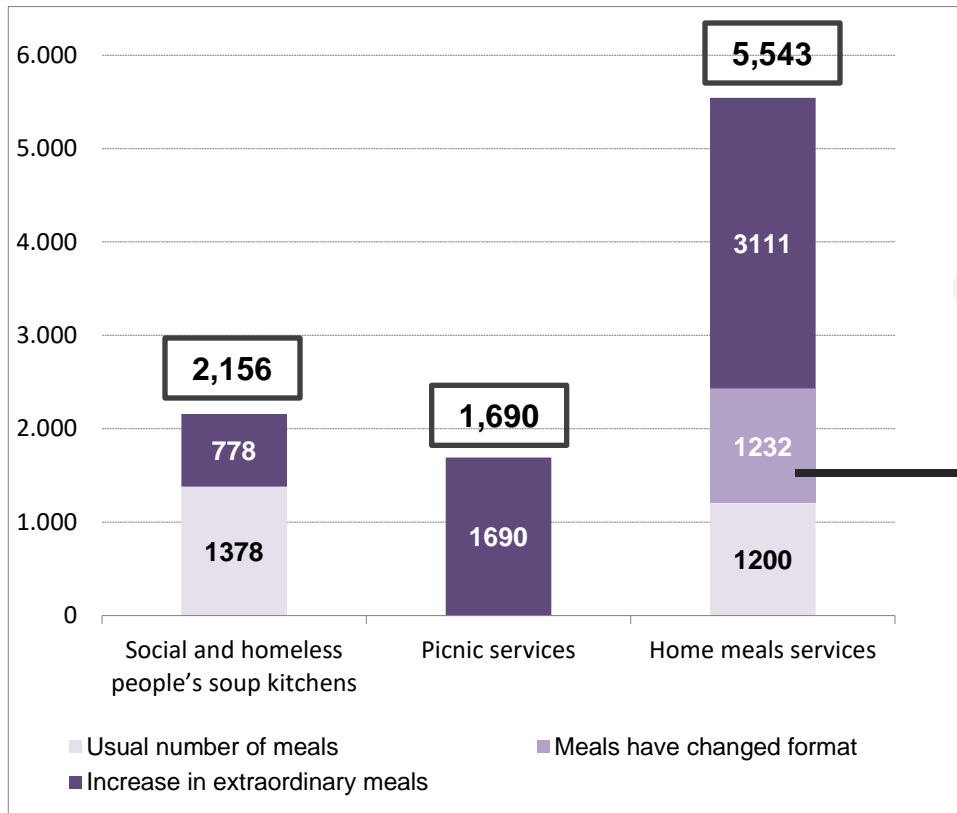


* Most of the applications for financial aid for accommodation in hostels are made at the end of the calendar month.

Main care data for FOOD SERVICES

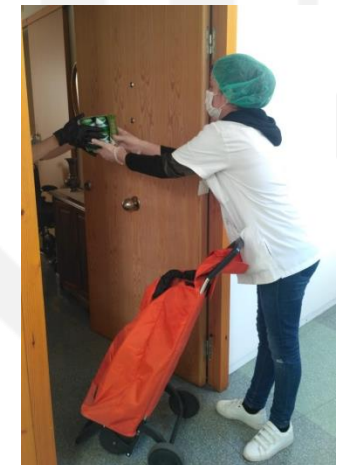
DAILY FOOD SERVICES IN THE CITY

(Comparing data prior to the state of emergency with 15 April)



9,389 MEALS SERVED A DAY

- The number of meals served in some social soup kitchens and for homeless people has increased.
- Extraordinary food services have been set up (counting over 800 meals a day provided by the NGO World Central Kitchen). This graph does not include all the food distribution points, such as the DISA.
- The Meals in Company service has become a meals at home service. The number of meals at home has increased to cater for new situations, in addition to senior citizens.



FOOD DISTRIBUTION POINTS FOR MEALS AND DIRECT-ACCESS SOUP KITCHENS DURING THE COVID-19 CRISIS

ASSIS Centre:
Food and shower services

**Soup kitchen
Les Corts**

SAIER:
Food delivery
operation



**Soup kitchen
Paral.lel**

**Santa Anna
Church**

Estació del Nord:
Food and shower
services

**Sant Cebrià
Church**

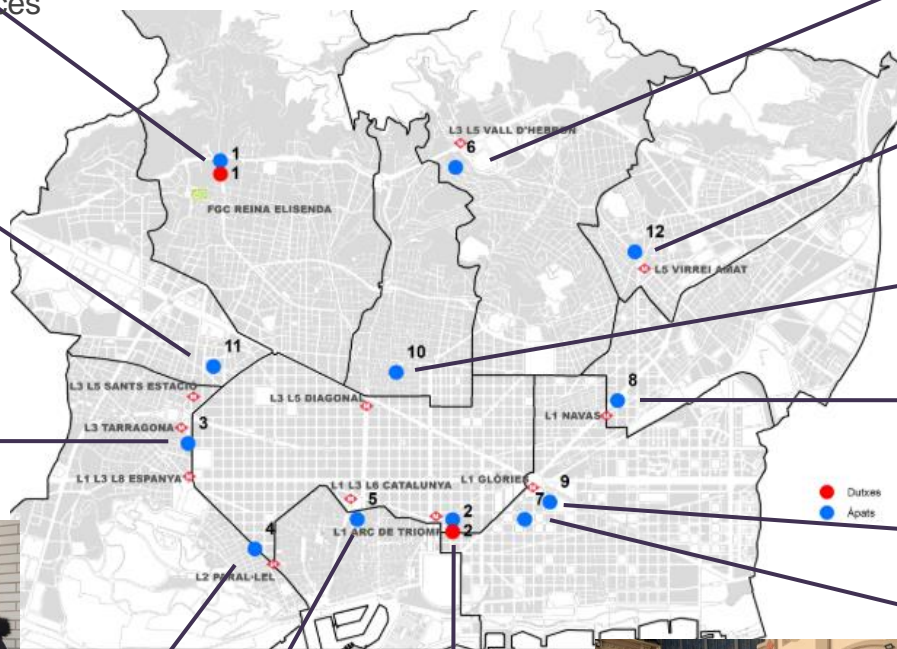
Can Basté Civic Centre:
Food delivery operation

**Soup kitchen
La Terrasseta**

**Soup kitchen
Navas**

La Llacuna Centre:
Food delivery
operation

**Soup kitchen
Tànger**

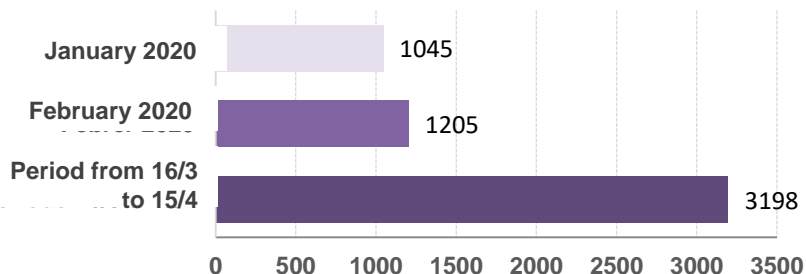


Main SARA care data

NUMBER OF ASSISTANCE CASES BY SARA (*Assistance, Recovery and Shelter Service*)

Number of assistance cases (in-person and by telephone) *

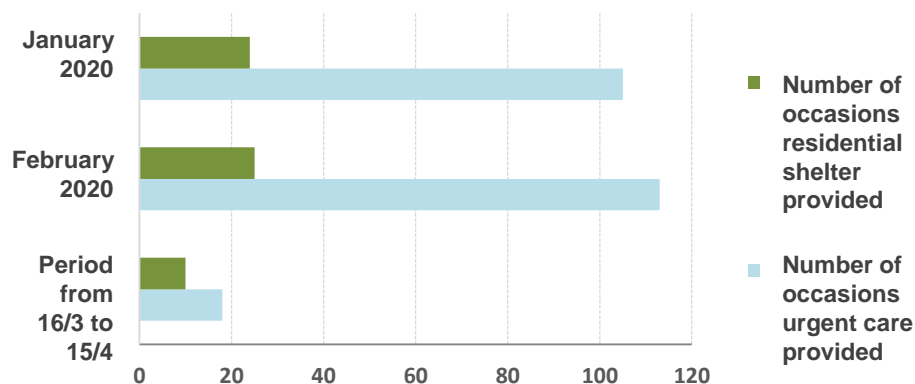
* From 16/3/20, all assistance provided by telephone.



**3,198 CASES OF ASSISTANCE
BY TELEPHONE**

There has been an increase in the number of telephonic assistance cases and a decrease in other cases, such as emergency assistance and residential shelter

Other types of assistance



Main data for the care of SENIOR CITIZENS

SITUATION OF SAD CARE DURING THE COVID-19 CRISIS

**100% SERVICE IS BEING
ENSURED FOR 1,753 HIGHLY
VULNERABLE PEOPLE**

100% care for extremely vulnerable people is being ensured (**A total of 1,753 people using the SAD service on 15 April**). 50% care is being maintained for the other people using the service, while the cleaning service has been suspended.

Telephone monitoring calls are being made in order to evaluate situations and review the schedule where necessary.

**CARE FOR 60 PEOPLE WHO
TESTED POSITIVE FOR
COVID-19**

**4 specific teams have been created
to care for positive COVID-19 cases.**

**As of 15 April, 60 people using the
SAD service who tested positive for
COVID-19 are receiving care**



**259 SERVICE
REGISTRATIONS HAVE BEEN
MADE**

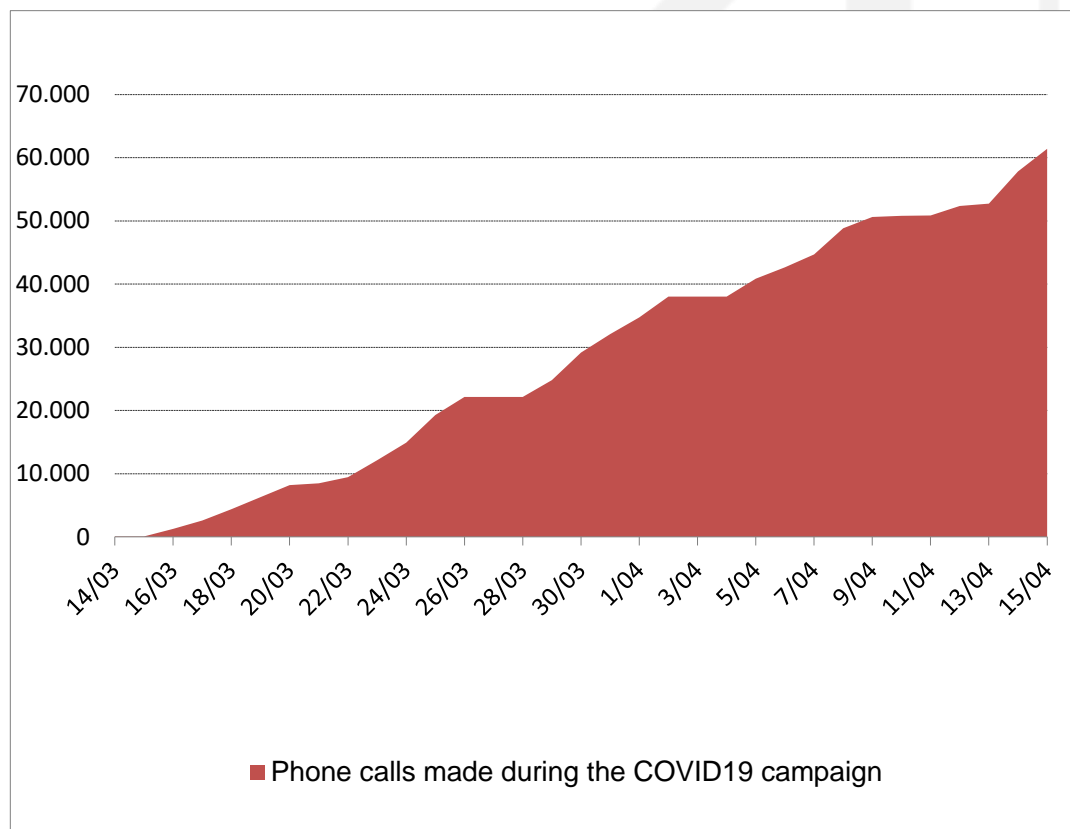
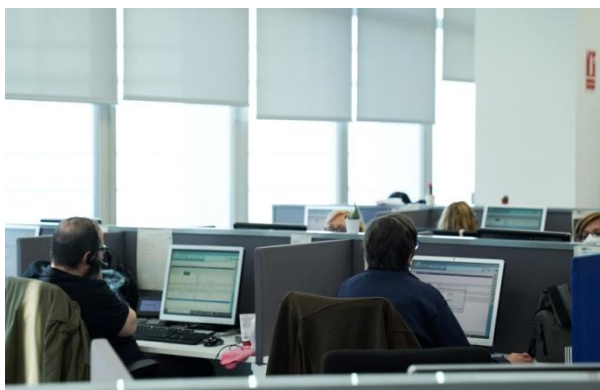
Main data for the care of SENIOR CITIZENS

TELECARE. TELEPHONE CALLS MADE DURING THE COVID-19 CAMPAIGN

**61.402 TELEPHONE
CALLS MADE SINCE
14 MARCH**

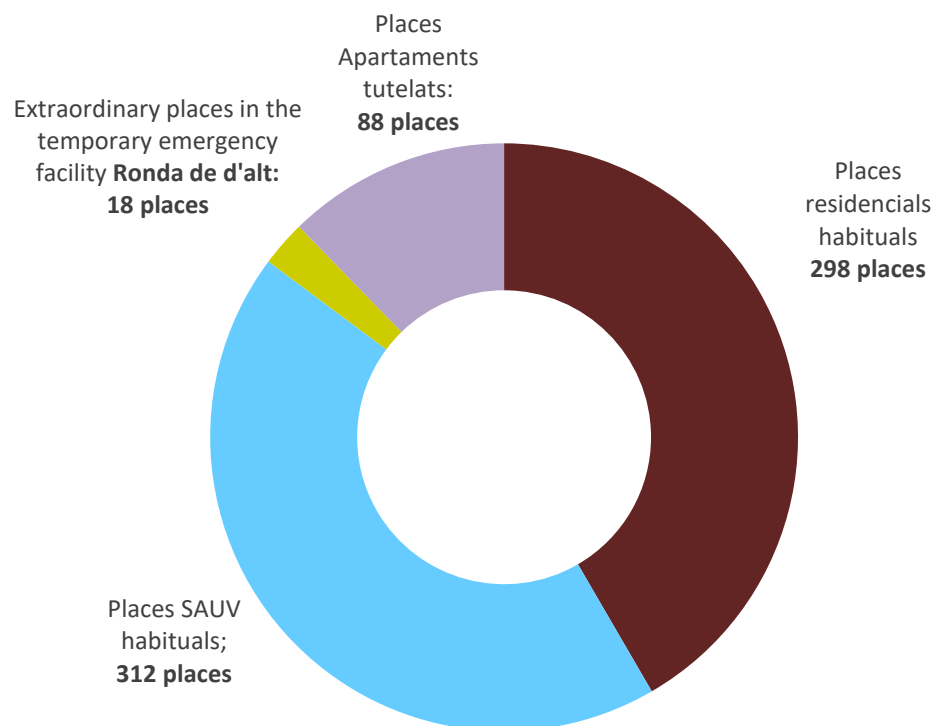
- There have been **186 deregistrations** from the service due to COVID-19.

- **111 people** have registered with the service using the 900 telephone line



Main data for the care of SENIOR CITIZENS

SITUATION OF RESIDENTIAL PLACES, MONITORED APARTMENTS, SAUV (EMERGENCY ACCOMMODATION FOR SENIOR CITIZENS) AND EXTRAORDINARY PLACES



716 RESIDENTIAL PLACES



As it is impossible to enter residencies, a **special new emergency facility has been set up to care for elderly people who have lost their support network and have tested negative for COVID-19**

Housing with services, used by 1,331 people, have applied all the necessary contingency protocols in order to guarantee the maximum safety of residents and professional staff.

Main CUESB care data

CUESB CARE DURING THE COVID-19 CRISIS

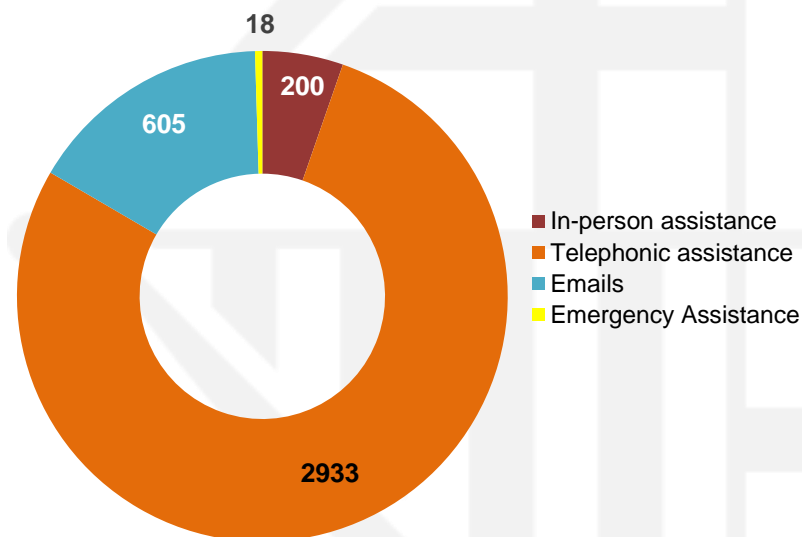
THE CUESB HAS ASSISTED 3,756 PEOPLE SINCE 16 MARCH

- There has been a significant increase in the number of telephone assistance cases.
- There have been 28 cases of housing and 34 stays at the CUESB.



THE CUESB HAS MADE 3,761 PHONE CALLS AND EMAILS RELATING TO THE PROVISION OF FOOD TO HIGHLY VULNERABLE PEOPLE

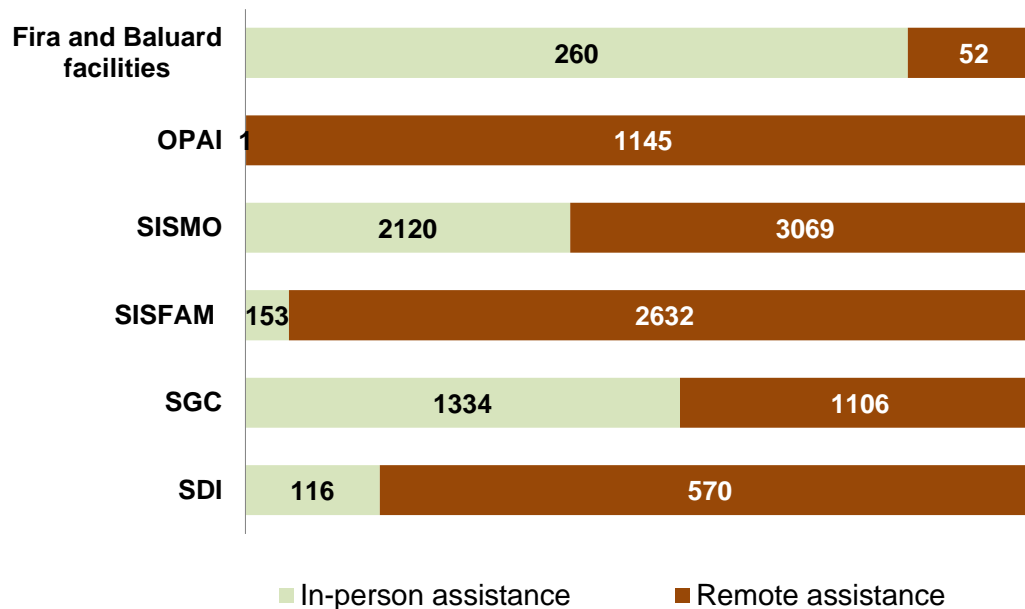
These cases of assistance are related to **the Health Consortium procedure to supply meals at home for highly vulnerable people, relating to COVID-19**, who cannot cover their basic food needs. There have been **365 new registrations for meals and 463 related procedures**



The CUESB has **carried out various psychosocial sessions** at other municipal facilities (Barcelona Funeral Services, the Fire Brigade and the Guàrdia Urbana – city police force)

Main data for the care in PUBLIC AREAS

CARE PROVIDED BY PUBLIC-AREA SERVICES



PUBLIC-AREA SERVICES HAVE CARRIED OUT 3,724 IN-PERSON CASES OF ASSISTANCE AND 8,522 REMOTE CASES

The intervention of these services has mainly been focused on social care for people who live on the street or in illegal settlements. The Conflict Management Service continues to intervene in the places that are normally the most conflictive and to provide support for specific extraordinary operations.



* SISMO cases are the total number of assistance cases undertaken by: SISMO, SISMO-Youth and SISMO-Airport

* SGC cases are the total number of assistance cases undertaken by: SGC-AB, SGC-EIGO and SGC-VA

Planned initiatives from 15 April onwards

- The opening of a **new residential and confinement centre for young homeless people**, with **42 places**.
- A change in **location of the special operation for women**, to a centre that is better suited to the needs of the people provided with accommodation.
- The opening of a **health hotel for homeless people in a vulnerable situation who have tested positive for COVID-19** and who cannot remain in the facilities where they usually stay.
- The launch of a **new food, hygiene and clothing facility** in the district of Ciutat Vella
(serving 75 people with lunch and evening meal, while 70 people can use the hygiene service)
- Joint work to design a **model for social diagnostic interviews** for people without social references who are staying at extraordinary facilities
- The launch of a service **to deliver food hampers**
- Collaboration with **Clowns without Borders**.