

Do you know everything that Basic Social Services can do for you?

Information available in:
castellano, euskara, English,
français, română and العربية
www.baranain.com



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Ayuntamiento de Barañain
Barañaingo Udala

With the collaboration of:

Gobierno de Navarra
Nafarroako Gobernua





Who this service is for

For **everybody** registered as a Barañain resident.



When you can apply for it

When you need information and advice about services, resources, benefits, care and support in different situations in your life.



What requirements you need to meet

We will inform you of the requirements for each resource or kind of aid you need according to the current rules.



How we work

With a team of professionals who attend to individuals, families or groups which promote social participation.



How you can make an appointment

For information or queries, call 948 199870 from 8.30 a.m. to 2 p.m., Monday to Friday.



Where to find us

At Barañain Town Council Basic Social Services (Plaza de la Paz Nelson Mandela, s/n, bajo).



1. What are the Basic Social Services?

The public social services system is structured in two levels:

- **Basic or Primary Care Social Services.** This is the grassroots unit and the gateway to the public social services system. We are close at hand for those people and families who may need our help.

We are a **multidisciplinary team** consisting of administrative staff, social workers, home help workers, social educators, family educators, a legal advisor and psychological counsellor.

We also manage and/or offer you a range of technical, financial and material resources, listed in this guide.

- **Specialised or Special Care Social Services.**



2. How can we help you?

The Municipal Basic Social Services team manages the following programmes:

a) Reception and Social Guidance Programme

For the entire population.

We listen to your situation and needs, and offer you a primary response. We also offer you guidance to access the benefits of the different social protection systems and other Basic Social Services programmes.

Ask for an **appointment** with a social worker (who will be your contact professional from that moment on). She/he will explain what steps to take in your case and what services and benefits to activate to help you.

b) Programme to Promote Personal Autonomy and Care for People Dependent on Others

This programme is for those of you who have difficulties in looking after yourselves, are dependent on others or are at risk of becoming dependent on others. It is also for those who care for these people.

The aim of the programme is for you to have more personal autonomy, to prevent situations of dependency on others, attend to your specific needs and help you access alternative resources if you need or wish to live somewhere other than your own home.



c) Programme for Social Integration in Primary Care

This programme is for those who, for one reason or another, are at risk of suffering or are actually in a situation of social exclusion in any sense.

It aims to help you integrate socially through benefits applied in accordance with the provisions of the General Social Services Portfolio.

d) Programme for Child and Family Care in Primary Care

This programme is aimed at minors and families.

It aims to guarantee you an environment which can ensure your personal development through mechanisms which protect and support you at a personal, family and social level with actions carried out in accordance with the provisions of the General Social Services Portfolio.

These are the four basic programmes, but Barañain Basic Social Services is also engaged in other activities and programmes at community level.

3. Our services

The specific services we offer you at Barañáin Basic Social Services are:



a) Reception and social guidance

- Ask for an appointment to meet a social worker who can guide and advise you.
- We will assess the request or appeal you make and detect any other needs you may have.



b) Social assessment

- We identify the situation/need associated with the request or appeal you make.
- We identify your capabilities and the strengths which exist in your case.



c) Social and/or socio-educational diagnosis

- We offer you professional analysis and assessment of your situation, telling you what can be done and how your situation may develop.
- We can support you professionally so you can make decisions and also support you in the actions we propose.
- We accompany you through the intervention programme you are going to follow.



d) Referral to other programmes

After the steps described above have been taken, and depending on your case, you will be included in a specific programme, which may be run by Basic Social Services itself:

- Programme to Promote Personal Autonomy and Care for People Dependent on Others.
- Social Integration.
- Child and Family Care.

Other specialised services.

- In the social services system (social and work integration support service, child and adolescent care service, comprehensive support service for the victims of gender violence, social integration housing service, etc.).
- Other social protection systems: health, social security, education, employment, housing, justice, migration policies, social initiative organisations (Red Cross, Cáritas, etc.).



e) Community and social awareness actions

We also undertake activities and perform actions to promote positive social attitudes, raise awareness and encourage social participation.



f) Support for situations of special need

Addressing both basic needs and providing guidance and support in social inclusion processes.



g) Accessing and applying for benefits

Explained in more detail in the next point.

4. Benefits and aids

Basic Social Services deals with and can help you access the following forms of aid, services and benefits.



Barañain Town Council

- School meal aid.
- Financial aid for people with recognised disabilities and serious difficulties in using public transport (Bonotaxi).
- Financial support aid for social inclusion and/or social emergency.
- Food distribution service aimed at people in situations of social exclusion.
- Grant call for social initiative organisations which work in the field of social action.
- Grant call for non-governmental organisations engaged in development cooperation projects.
- Municipal play centre.
- Youth Resource Centre - Baragazte.
- Home-based Family Education Programme for families with children aged between 12 and 18.
- Legal Advisory Service for Women, Families and Children.
- Psychological Counselling for Women, Families and Children.
- Municipal Home Help Service (SAD), which includes meals on wheels.
- Technical support and/or orthotic/prosthetic equipment loan service (wheelchairs, walkers, articulated beds, hoists).
- Caregiver vacancies service.
- Family Respite Workshop.
- Senior Citizens' Clubs.
- Employment guidance for people in situations of social exclusion.
- Job-oriented training workshops for people in situations of social exclusion.
- Protected Social Employment aimed at people in situations of social exclusion and with difficulties in accessing employment.
- Support and advice to associations, social organisations and volunteers in the field of social action in Barañain.

Government of Navarre's Department of Social Rights

In accordance with the General Social Services Portfolio (Navarrese Decree 69/2008 of June 17 and Navarrese Decree 30/2019 of March 20, amending the previous decree).

a) Care for people who are dependent on others

The services available include:

- Dependency assessment service.
- Telecare service.
- Residential care service, temporary admissions, day centre, etc.
- Service to promote personal autonomy and prevent dependency on others.
- Financial benefits for people who are dependent on others
- Financial benefits for people who are dependent on others to remain at home and support for their caregivers.
- Financial benefits for personal helpers for people dependent on others.

b) Care for the elderly

The services available include:

- Assessment of the family situation to access places in care homes.
- Temporary admission and residential care service.
- Telecare service.

c) Care for people with disabilities

The services available include:

- Disability assessment service.
- Occupational and/or job suitability assessment service.
- Early care service, 0-3 years of age.
- Telecare service.
- Temporary admission and residential care service.
- Sheltered housing service.

d) Care for people with serious mental illness

The services available include:

- Occupational and/or job suitability assessment service.
- Social and community intervention service for people with serious mental illness.
- Psychosocial rehabilitation service.
- Supervised/sheltered housing service.
- Functional housing service.
- Temporary admission and residential care service.

e) Care for people in situations of social exclusion or at risk of being so

The services available include:

- Guaranteed income.
- Extraordinary financial aid.
- Support for social integration.

- Social and work integration support service. Social and Work Integration Teams (EISOL).
- Social integration housing service. Social Integration Housing Team (EISOVI).
- Support service and advice on immigration matters for migrants.
- Shelter service for homeless people.
- Financial aid and social support in an open environment for people in situations of social exclusion.

f) Child care

The services available include:

- Family guidance service.
- Family mediation service.
- Family meeting point service.
- Vulnerability assessment service.
- Child and adolescent care service. Child and Adolescent Care Team (EAIA).
- Family intervention service.
- Teen education service.
- Family shelter service.
- Information, advice, assessment and support service for national and international adoption.

g) Support for the victims of violence against women

The services available include:

- Emergency centre service.
- Shelter home service.
- Shelter service for trafficking victims.
- Social emergency aid.
- Specialised comprehensive support service for the victims of violence against women. Comprehensive Violence against Women Support Teams (EAIV).

Other benefits

- Thermalism/spas for the elderly.
- Information on the IMSERSO tourism programme.
- Recognition of large family and/or single-parent family status (first time and renewals).
- Aid for families (financial aid for large families and single-parent families, etc.).
- Reports for benefits from the Red Cross, Cáritas and other social organisations.
- Reports for benefits from other social protection systems, social tariffs for transport and utilities, etc.
- Reports for grants from the Government of Navarre's Department of Education for families in situations of social exclusion.
- Reports for obtaining or renewing work and/or residence permits:
 - Report for legalisation due to settlement applications.
 - Report for family reunification applications.
- Others.

5. Learn more about some municipal resources and benefits

The technical staff working for Basic Social Services will assess each case before you access these resources and benefits.

Home Help Service (SAD)

Who's it for?

- For everyone:
 - Registered as a Barañain resident.
 - With temporary or permanent limitations on leading a self-reliant life which prevent them from meeting their personal and social needs on their own.
 - Who requires assistance to remain at their habitual residence.

What does it offer you?

- Domestic support: food, clothing, home maintenance, etc. There is a **Meals on Wheels service** from Monday to Sunday.
- Personal and hygiene support: washing, house-cleaning, etc.
- Psychosocial support: self-esteem, socialisation.
- Social and community support: accompaniment outside the home.
- Family support: for caregivers.
- Technical support in the home: loan of orthotic/prosthetic equipment (wheelchairs, walkers, articulated beds, etc.).

Where and when is it provided?

- Mainly at the user's residential address and in their community environment, within the municipal district of Barañain.
- In general, throughout the year, from Monday to Sunday, in the morning and afternoon, between 7.30 a.m. and 9.30 p.m. The maximum allocation is 2 hours a day, which can be divided into several interventions per day.
- Only personal support is provided at weekends and on public holidays.





Family Respite Workshop

Who's it for?

- For people in Barañáin who are moderately dependent on others.
- Maximum 12 participants.
- Ask for more information about signing up at Basic Social Services.

What does it offer you?

- Group occupational therapy and cognitive impairment prevention activities.

Where and when is it provided?

- From October to May, three days a week, two and a half hours a day:
 - Psychomotor skills workshop, 1 hour and 15 minutes.
 - Cognitive impairment prevention workshop, 1 hour and 15 minutes.
- From October to May at the Senior Citizens' Club in Plaza de la Paz Nelson Mandela.

Senior Citizens' Clubs

Who are they for?

- For retired people and/or pensioners.

What do they offer you?

- Social centre, meeting space where activities are organised (decoration workshop, fabric painting, sewing, dances, etc.), outings and trips, memory workshop, volunteer group, etc.

Where are they?

- Plaza de la Paz Nelson Mandela s/n, bajo. Telephone: 948 279030.
 - Centre opening hours: every day from 11 a.m. to 2 p.m. and 3 to 9 p.m.
 - Office hours: Tuesdays and Thursdays from 5 to 7.30 p.m.
- Caimito Senior Citizens' Club: Plaza Caimito s/n, bajo.
 - Centre opening hours: every day from 11 a.m. to 9 p.m.

Baragazte – Youth Resource Centre

Who's it for?

- For the entire young population, aged from 12 to 30.

What does it offer you?

- Availability of rooms, storage space and mailboxes.
- Meeting area: Mondays and Wednesdays from 6 to 8.45 p.m., and Fridays and Saturdays from 5 to 9.45 p.m.
- Free access area for meeting up, with table football, table tennis and different board games. Always with educators present.
- Loan equipment: (tents, climbing equipment, board games, etc.). There is also informative-preventive material on drug use, sexuality, non-drug addictions, etc.
- Information service for families: equipment loan, advice, courses, workshops with parents, coordination with parent associations. Everything needed to clear up any doubts which may crop up in families with teenagers.
- Support for initiatives: individuals, groups, associations. To develop and launch projects, proposals or initiatives.
- Computing: room with eight computers with internet and a printer for free public use.
- Quarterly courses: sports and cultural courses.
- Specific workshops, outings and talks: sex education, non-drug addictions, drugs, equality, etc.
- Preventive and pre-festival campaigns: prior to the Barañain patron saint festivities and the summer period,

mer period, there is a campaign in which work is carried out with young people and the premises where they hang out, the festival night bus is organised, preventive work is performed with the local hospitality sector, and all kinds of material on equality, sexuality and drugs is distributed.

- Educational support, Youth Space: aimed at young people in the 1st, 2nd and 3rd years of compulsory secondary education. Combines homework support with recreational activities. Access through the School Guidance services and Basic Social Services.
- Youth Information Office: up-to-date, broad-based information service, adapted to the specific needs of each person. This service includes the 'Youth Information Office at home' service, through which information is emailed to those interested who have provided their email address.
- Barañain welcomes you: activity carried out with and for young people who have just arrived in Barañain to welcome them to the town by showing them the resources available and helping them get to know their peers.

Where is it?

- C/ Pueblo Viejo s/n.
- Telephone: 948 385925 / 696 841594
- Email: baragazte@baranain.com
- WhatsApp, Facebook, Twitter and Instagram
- Opening hours: Monday to Thursday: from 11 a.m. to 2 p.m. and 4 to 9 p.m.
- Fridays and Saturdays: from 11 a.m. to 2 p.m. and 5 to 10 p.m.



'Educate through play' play centre

Who's it for?

- For children aged between 6 and 12 registered as Barañaín residents.

What does it offer you?

- This centre is a recreational-educational space focussing on recreational activities to develop social, cognitive and motor skills, and work on stimulation and expression, among other things.
- Free play is the main activity. This is complemented with activities and directed workshops, and the celebration of specific dates, such as Christmas, Halloween, Carnival or the 8th of March.
- School support programme: aimed at children in years 1 to 4 of primary school, respecting language groups, from 4.30 to 5.30 p.m.

Where is it?

- Avenida Comercial 22 bajo.
Telephone: 948 594841/699 181568.
Email: ludoteca@baranain.com.
Facebook on the Ludoteca Barañaín (Barañaín play centre) page.
Instagram: @ludotecabaranain
- Open during the school year, upon registration with two photographs and payment of a single fee of €2. The play centre is open at the following times:
 - Spanish language group: Mondays and Wednesdays from 5.30 to 7.00 p.m.
 - Basque language group: Tuesdays and Thursdays from 5.30 to 7.00 p.m.
 - Mixed group: Fridays from 5 to 7 p.m.

Municipal Home-based Family Education Programme

Who's it for?

- For the parents of young people aged from 12 to 18.

What does it offer you?

- Specialised programme aimed at family preservation and training parents and enhancing their autonomy. The objective is to help them be more effective in their interactions with their children, with a focus on establishing rules and parenting and care guidelines; working at two levels:
 - Counselling: Family training, adaptation to social changes which involve families, strengthening of the basic capacities of the family system to adapt them to the needs of each stage of life.
 - Psycho/educational intervention: treatment and conflict resolution. Educational process which tries to facilitate the changes, modifications and fixes in family functioning needed to enhance the development of family members and their family system.

Where is it?

- Mainly at the user's residential address and in their community environment.





Legal Advisory Service for Women and Families

Who's it for?

- For people who need specific legal support to get through a critical situation as a result of traumatic legal separations and family conflicts, especially for women who are suffering or have suffered from situations involving violence against women.

What does it offer you?

- Information and advice in all areas of law (chiefly civil, matrimonial and family, inheritance, criminal and labour law) and on the channels or procedures to follow to access it.

Where is it?

- By appointment at Basic Social Services, one day a week from 9 a.m. to 2 p.m.

Psychological Counselling Service for Women and Families

Who's it for?

- For people who need specific psychological support to get through a critical situation as a result of traumatic legal separations and family conflicts, particularly for women who are suffering or have suffered from situations involving violence against women.

What does it offer you?

- Individualised psychological counselling.

Where is it?

- By appointment at Basic Social Services, one day a week from 8 a.m. to 2 p.m.



Job Training and Professional Skills Programme

Who's it for?

- For those in situations of social exclusion or at risk of being in one and who have difficulties in entering the job market.

What does it offer you?

- The objective of this programme is to provide people with different training activities and/or workshops to make them more employable and improve their professional skills.
- The programme is carried out in collaboration with different social initiative organisations: EISOL, Fundación Koine, Gaztelan, Grupo Sifu, etc.
- The training workshops cover different professional fields: forklift operation-warehouse work, cleaning of buildings and business premises, care for those dependent on others, computer skills.

Where is it?

- Participants are proposed by Basic Social Services.

Protected Social Employment

Who's it for?

- For people in situations of social exclusion who need social support to follow an inclusion pathway and training in social and work-related skills to help improve their chances of integrating in society and the job market.

What does it offer you?

- Non-profit, public-interest project which involves the Town Council temporarily hiring around 16 people per year for six months to carry out work of social interest for the town.

Where is it?

- Participants are proposed by Basic Social Services.