



Annual Report Sant Joan de Déu Serveis Socials 2025



We're developing a new care model to adapt to the new reality of the people we care for, and to improve support and social impact.



We're creating a space of remembrance to keep alive the memory of the people we've supported on their journey and who are no longer with us.



We are diversifying our services to provide a comprehensive and specialised response to the increase in complexity.



We continue to focus on partnerships that allow us to provide more and better care.



We're launching the La Bastida project aimed at young people and focused on preventing youth homelessness.



We're launching the Habitem project for single-mother families.



We're incorporating 25 European organisations into the European COMHOM project, which improves decision-making in the response to homelessness.



We continue to improve our quality standards with ISO 9001 and the addition of ISO 14001.



We are increasing our budget because more and more people are trusting in our work.



Sant Joan de Déu

Serveis Socials · Barcelona

The year 2025 marks the start of the implementation of our organisation's 2030 Strategy, which is aimed at creating opportunities for a dignified life for homeless people through comprehensive support. It is also the year in which we are reshaping our care model, a guide that sets out to systematise our deepest identity and which should allow us to understand our history, read the present and prepare for a future full of uncertainties, but also of new opportunities.

2025 has begun with a social context aggravated by structural factors such as job insecurity, the lack of affordable housing and the limitations of the social protection system, all of which have had a direct impact on the support provided to people and on the outcomes of the various care programmes. Despite the longer stays and the consequent reduction in the number of people supported, we have been able to maintain a positive impact on their quality of life. We have strengthened our specialisation in young people, women and families, and we have made progress in new projects such as La Bastida and Habitem, as well as in the European project COMHOM.

We have also improved our visibility and made a greater impact through communication, partnerships and the defence of the rights of homeless people. We have also increased awareness-raising and fund-raising activities, thereby strengthening our bond with the community.

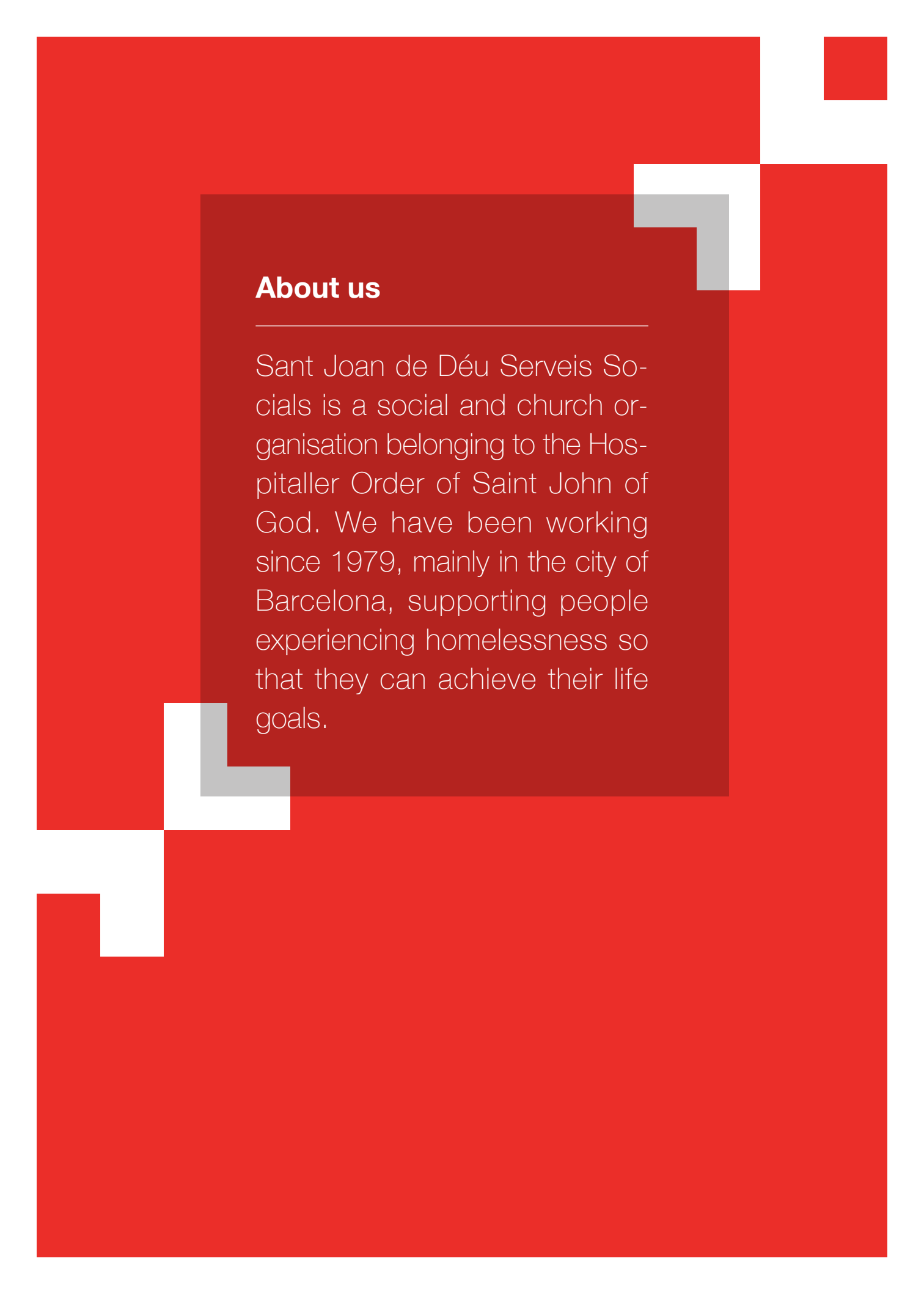
As an organisation, we have made significant progress in infrastructure, quality and regulatory compliance, with the consolidation of management systems, certifications and the deployment of the compliance system, reinforcing our institutional strength to face future challenges.

In 2026, we will continue to work to support people experiencing homelessness and to address cross-cutting issues that affect our social context and have a direct impact on people. On the one hand, we reaffirm our commitment to tackling hate speech and promoting a model of coexistence based on a humanist vision; on the other, we continue to work to alleviate the prevailing feeling of unwanted loneliness and to build support networks that reconnect us and respond to our needs as social beings.

Salvador Maneu

Director



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About us

Sant Joan de Déu Serveis Socials is a social and church organisation belonging to the Hospitaller Order of Saint John of God. We have been working since 1979, mainly in the city of Barcelona, supporting people experiencing homelessness so that they can achieve their life goals.

Purpose

Our purpose is to create opportunities for a dignified and meaningful life for people who do not have a home, offering holistic support.

In accordance with the values and charisma of the Hospitaller Order of Saint John of God and the social commitment of the church, we promote coexistence and full citizenship for all, based on the recognition of human rights.

The support provided to people is based on a more just and equitable model of society, based on the value of hospitality and solidarity.

Mission

Our mission is to provide comprehensive care and support to people at risk or in a situation of poverty and social exclusion, in keeping with the mission of the Order and the charisma of Saint John of God, with the aim of fostering opportunities for personal and social development so that they can fulfil their life goals.

Vision

Become a reference organisation in social action in Catalonia and in the Order as a whole, that:

- > Implements a comprehensive care model with transformational projects that put people at the centre.
- > Builds a strong, sustainable organisation to guarantee continuity of the present programmes and start new projects in the future.
- > Adopts a clear institutional discourse that is tangible to government authorities, the people who receive support, partners, donors and society as a whole.
- > Newrishes the Hospitaller Order's charisma and allows itself to be permeated by it.
- > Weaves alliances and solidarity networks with other centres affiliated with the Order, particularly in Catalonia, and with other organisations with similar aims, within the framework of social action at provincial level.

Values

Our values are rooted in Hospitality as our fundamental principle, essential value and main virtue, supported by the other values: Spirituality, Quality, Respect and Responsibility.



*Teamwork allows us to grow in
knowledge and skills together,
learning from each other,
complementing each other and
also making mistakes together.*

Professionals and volunteers, the driving force of the organisation

The organisation's professional and volunteer team is multidisciplinary and undergoes continuous training in order to prepare to support emerging vulnerabilities and situations that are increasingly common in our society, and it does so in accordance with our purpose and values.

In 2025, there was greater mobility in the volunteer team, with new recruits staying for shorter periods than usual, but with a firm commitment.

106 professionals | 39 years on average

80% women



20% men

In January and February 2025, we had **a professional from the ESAL programme**, a call promoted by the SOC, from the Department of Business and Labour of the Government of Catalonia, and funded by the European Social Fund, aimed at recruiting unemployed women, trans people and the long-term unemployed.

83 volunteers | 69 years old on average

66% women



34% men

Training

For the professional team, 49 training sessions were held with a total of **443.5 hours**, which trained 100% of the workforce.

For the volunteer team, 22 training sessions and meetings were held, totalling 90 hours, which trained 60% of the volunteers.

The training is distributed across different areas to train our teams in a comprehensive way: knowledge and technique, soft skills, regulations, tools, languages, people care and identity.

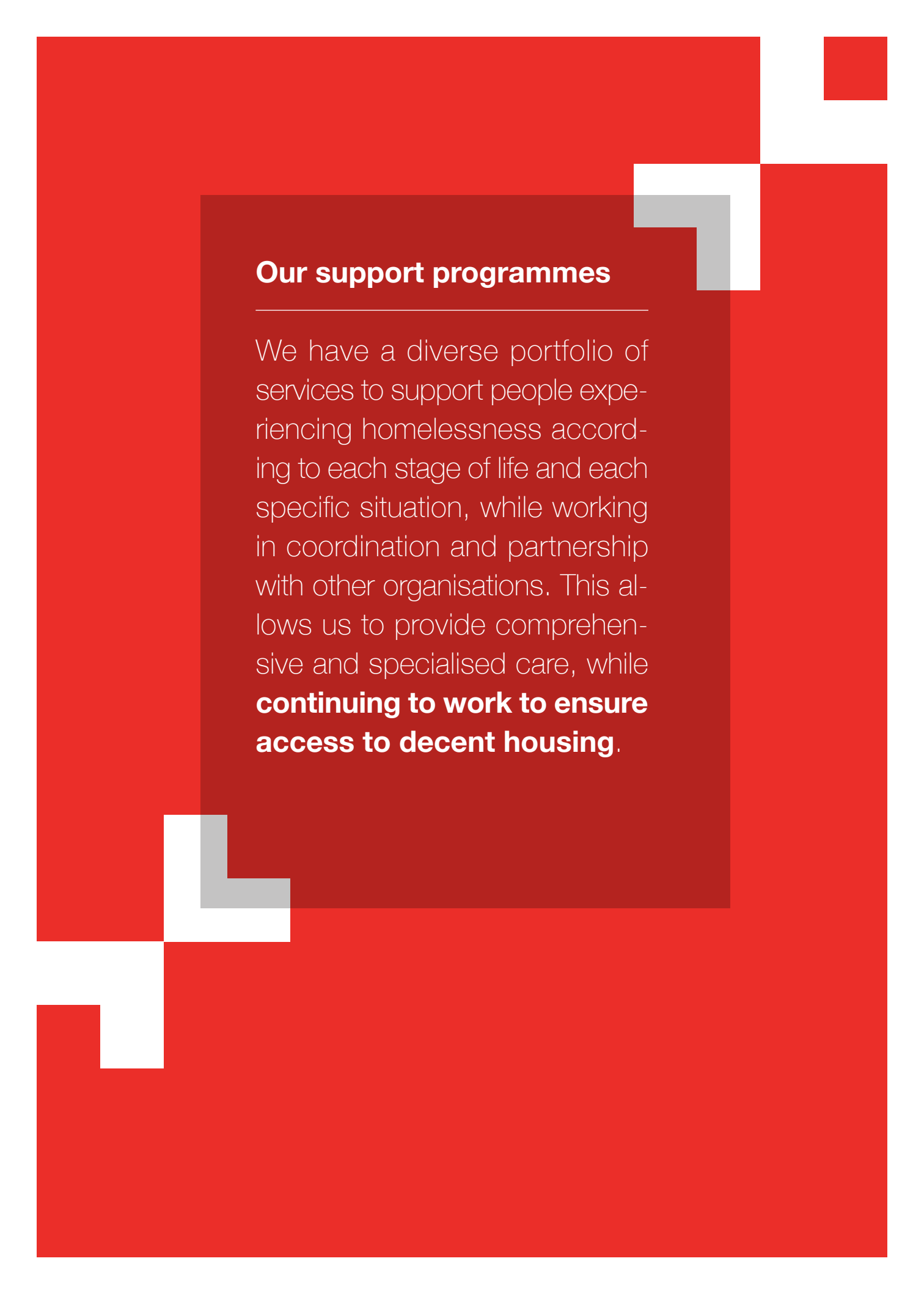
Work environment

In 2025, the biennial workplace climate survey was conducted, in which 73% of the professional team took part. The level of overall satisfaction is perceived as high, while some aspects for improvement are highlighted, for which an action plan is developed and implemented over the two years following the presentation of the results. The goal is continuous improvement as an organisation and to create the most satisfactory working environment possible for the entire team.

Equality plan

In 2025, the 2023-2027 Equality plan continues to be rolled out, promoting the equal and non-discriminatory treatment of all people.



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Our support programmes

We have a diverse portfolio of services to support people experiencing homelessness according to each stage of life and each specific situation, while working in coordination and partnership with other organisations. This allows us to provide comprehensive and specialised care, while **continuing to work to ensure access to decent housing.**

The keys

1. We are rolling out our **own new care model**.
2. We are strengthening **prevention** with the launch of La Bastida.
3. We continue to provide support from **four residential inclusion centres** focusing on the specialisation of support.
4. We are diversifying **care in housing**, incorporating the Habitem programme for single-parent families.
5. **We are intensifying care** at the Folre day centre.
6. **We act in the face of emergencies**, with a humanitarian approach and in keeping with our values.
7. We focus on five groups: **young people, women, families, the elderly and mental health**.
8. **We are strengthening the Malla Programme**, the ecosystem of care for homeless women, made up of the La Llabor CRI, Casa AVIDI and housing for young people.

The figures

Residential situation

- > We are maintaining the **468 residential places** and at the beginning of 2026 we will add 51 more places from the La Bastida and Habitem programmes.
- > We have **133 inclusive homes**.

We support 29 families

- > **93%** are single mothers.
- > There are 33 children under the age of 18 in these families.

In relation to income

- > **32%** have no income.
- > **21%** have an income of < €600.
- > **33%** between 600 and 900 € monthly.



People's time at SJD Serveis Socials should help strengthen their ability to develop their own life plan, fostering the highest possible level of autonomy.

We care for 928 people

Gender

65% men

34% women

1% non-binary people

Age

7% under 18 years

3% 18 - 20 years

20% 21 - 30 years

22% 31 - 40 years

22% 41 - 50 years

18% 51 - 60 years

8% 61 - 70 years

Origin

27% are Spanish

6% come from an EU member country

64% come from non-EU countries

Situation of people

- > **35%** suffer from difficulties due to mental health problems.
- > **19%** have a level of disability.
- > **21%** do not have legal residence in Spain.
- > **56%** of the women supported have suffered male violence.
- > **26%** work during their stay.
- > **12%** of the people who receive support find work while attending the entity's different programmes.
- > **65%** have a self-perception of improvement during their stay.

Situation of people when they leave the residential facilities

- > **80%** have financial income.
- > **42%** have somewhere to stay.
- > **39%** have work.
- > **73%** with goals met.

It is our responsibility as carers to persist in the ethics of care.

For single adults and couples: residential inclusion centres (CRI)

We have 4 facilities where the people we serve have their basic needs covered and from where they can work on social and labour inclusion; and other aspects such as physical and mental health or the recovery of family ties. The centres have a team of integration, education and social work professionals who support each person according to their needs so that they can achieve their life goals; there's also the support of a team of volunteers who provide support based on active listening, neutrality and equality. The CRIs work in a network with other specialised organisations and also foster community action.

Hort de la Vila Residential Inclusion Centre

Centre specialising in the support of the elderly and focused on improving health and social skills; it cares for people who are single or in a couple.

-  116 Places
-  179 People supported
-  340 Average length of stay (days)

Contracted by the Municipal Institute of Social Services of the Barcelona City Council.

Creu dels Molers Residential Inclusion Centre

Specialized in socio-labour insertion and training.

-  52 Places
-  87 People supported
-  329 Average length of stay (days)

Contracted by the Municipal Institute of Social Services of the Barcelona City Council.

La Llavor Residential Inclusion Centre

Centre specialising in care for women, trans and non-binary people, and in gender-based violence. The work carried out is focused on healing from gender-based violence and on empowerment.

-  40 Places
-  61 People supported
-  402.58 Average length of stay (days)

Contracted by the Municipal Institute of Social Services of the Barcelona City Council.

It is part of the Malla Programme, an ecosystem of care for homeless women.

AVIDI Home

Specialized in older women.

-  15 Places
-  20 People supported
-  243.5 Average length of stay (days)

In alliance with the Congregation Filles de Sant Josep.

With the support of: Department of Social Rights of the Generalitat of Catalonia | “La Caixa” Foundation | Calella City Council | Maresme Regional Council | Magic Line of Sant Joan de Déu.

It is part of the Malla Programme.

Pets

People living in residential inclusion centres can also bring their pet with them. Thanks to an agreement with Barcelona City Council and FAADA, as part of its ‘Best Friends’ programme, we make it possible for people not to have to be separated from their animals when they move into a residential centre. These animals are often the most important emotional bond they have; they are their family.

In 2025, we had the opportunity to support 5 people with pets, which were 5 dogs in total.





For people with mental health issues: individual housing – Housing First

A programme targeting people with health problems related to mental health issues and addictions, often the result of many years living on the streets, who need time and consistent support to complete their personal recovery.

The programme consists of 3 separate projects:

Housing First - Llars

- 🏠 18 Individual homes
- 👤 19 People supported
- 📍 Barcelona, Badalona, Hospitalet de Llobregat and Molins de Rei

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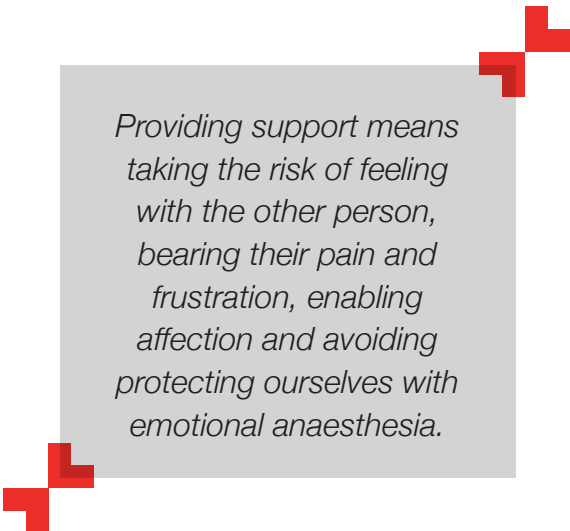
- 🏠 38 Individual homes
- 👤 41 People supported
- 📍 Barcelona

Barcelona City Council program, which we manage.

Llars Carrera

- 🏠 25 Individual homes
- 👤 26 People supported
- 📍 Badalona

It is part of the Bisbe Carrera Inclusion Program, promoted by the Llegat Roca and Pi Foundation, Càritas Diocesana de Barcelona and the Hospitality Order of Saint John of God.



Providing support means taking the risk of feeling with the other person, bearing their pain and frustration, enabling affection and avoiding protecting ourselves with emotional anaesthesia.

For families, women, young people and single people: Shared housing – Housing Led

We have a program aimed at single people with the capacity to live independently, and families with flexible social support adapted to their needs.

The programme consists of 6 projects to provide support in specific situations:

Insula

Aimed at families and single people.

-  12 Homes
-  36 Places
-  37 People supported
-  9 Families

A joint project with Càritas Diocesana de Barcelona, Mambré Foundation and Fundació Formació i Treball.

Vesta

Inclusive housing in the municipalities of Besòs aimed at women with dependent children.

-  12 Homes
-  36 Places
-  36 People supported
-  12 Families

A joint initiative with the City Council of Badalona | City Council of Santa Coloma de Gramenet | City Council of Sant Adrià del Besòs | City Council of Montcada and Reixac | Càritas Diocesana de Barcelona | Mambré Foundation | Besòs Consortium. It has the support of the Barcelona Metropolitan Area, Barcelona City Council and the Barcelona Provincial Council.

Habittem

New

Inclusive housing in Barcelona aimed at single-mother families in a single-family or shared home format.

-  8 Homes
-  24 Places
-  15 People supported
-  8 Families

Promoted by the Municipal Institute of Social Services of Barcelona, the “La Caixa” Foundation, and an alliance of social organisations (Sant Joan de Déu Serveis Socials, Mambré Foundation, Càritas Diocesana de Barcelona and Fundació Formació i Treball).



Llars

Housing to promote independent living. Care is provided for single adults.

- 🏠 15 Homes
- 🛏️ 45 Places
- 👤 56 People supported

Joves Barcelona

Shared housing in Barcelona aimed specifically at young people.

- 🏠 2 Homes
- 🛏️ 11 Places
- 👤 11 People supported

Fent Carrera

Project to support young people in the city of Badalona.

- 🏠 4 Homes
- 🛏️ 11 Places
- 👤 11 People supported

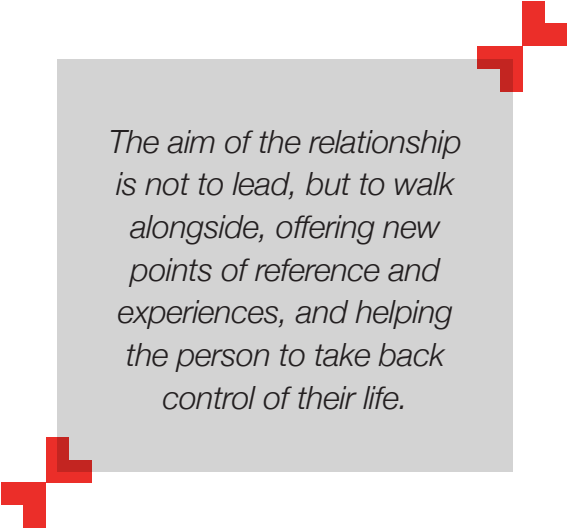
It is part of the Bisbe Carrera Inclusion Program, promoted by the Fundació Llegat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitality Order of Saint John of God.

Housing Malla

Housing for young women.

- 🏠 3 Homes
- 🛏️ 8 Places
- 👤 12 Women supported

It is part of the Malla Programme and has the support of the Elsa & Nando Peretti Foundation, through the project “Elsa Peretti’s Embrace”.



The aim of the relationship is not to lead, but to walk alongside, offering new points of reference and experiences, and helping the person to take back control of their life.

Prevention programme

La Bastida

New

Support programme for young people in vulnerable situations, which begins in December with the arrival of the first 2 young people.

La Bastida sets out to respond to the needs of young people in the process of emancipation, linked to training and employment.

The programme consists of 27 individual homes located on the same estate with common areas and 24-hour professional support. Funded by: Recovery, Transparency and Resilience Plan, Ministry of Social Rights, Government of Catalonia, through the Next Generation Catalonia funds, and the Hospitaller Order of Saint John of God in Spain.

IKEA is a partner through its 'Llars Impuls' project.

Supported by: Ciments Molins, Roca, Grup Simon, Finques Forcadell, Caixabank, Zurich, Pikolin, Rotary Club Sarrià, Frigicoll, Liebherr, Mango, Fundació Nou Lloc, Cromology, Umbratec, TRAM, Moventia and Barcelona City Council. It has the collaboration of the Religious of the Sacred Heart of Jesus and the Social Work of Sant Joan de Déu.

The name La Bastida was selected through a social media contest aimed at professionals and volunteers of Sant Joan de Déu and the general public, which achieved a high level of participation and a great deal of consensus among the judges.

Externs

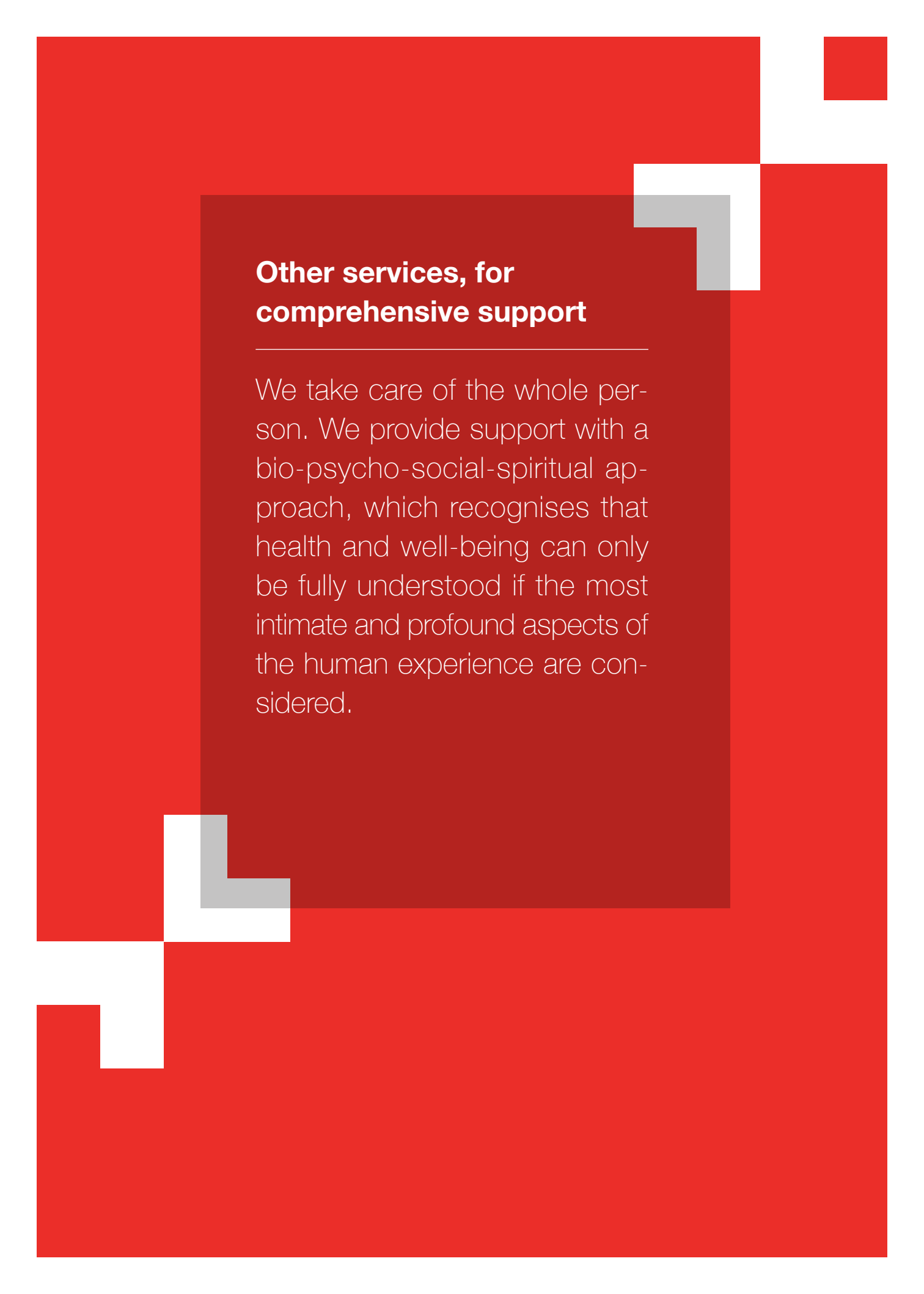
The objective of the program is to maintain social care after people have completed their process in the residential centres or inclusion flats in order to prevent them from becoming homeless again.

 55 People supported

Supporting people with autonomy means trusting the person in front of us.





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Other services, for comprehensive support

We take care of the whole person. We provide support with a bio-psycho-social-spiritual approach, which recognises that health and well-being can only be fully understood if the most intimate and profound aspects of the human experience are considered.

Legal service

With the FICAT foundation, We offer specialised legal support to people who need to obtain legal residence in Spain. In total, 171 people received advice.

Psychological care

We offer this service with a clinical psychologist, who is part of the professional team of SJD Serveis Socials and who provides care to people supported in the Badalona projects who have a high need for mental health care. We also provide psychological support with the Mental Health Team for Homeless People (ESMES).

34% of the people treated have a mental health problem and 12% receive psychological care from a specialised service.

Spiritual attention

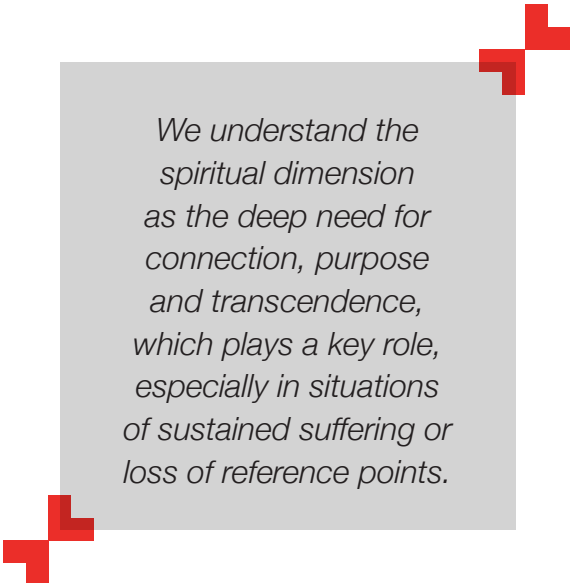
We continue to strengthen the Spiritual and Religious Care Service (SAER).

- > We provide 80 services, which is 13% of the people we care for.
- > We bid farewell to the people who have left us, because every life deserves to be named, remembered and celebrated, and we do so in spaces that are not only about memory, but also about healing, community and hope.
- > We accompany family members, colleagues, professionals and volunteers in the event of the death of people we care for: we have held 2 farewells.
- > We continue to install commemorative plaques on the niches in charitable burials to dignify the memory.
- > We develop an end-of-life care protocol.
- > The Conecta-Te group meets monthly to share experiences, concerns and reflections on cross-cutting issues: life, death, faith, etc

The CRI Hort de la Vila remembrance space receives the Charismatic Management Award, granted by SJD Spain, in the care category.

Space for ethical reflection

In the practice of social support, decisions aren't always simple and we often face ethical dilemmas. That's why we have the Ethical Reflection Space (ERE), a place for collective dialogue where we can share doubts, criteria and values. The ERE helps us incorporate a cross-cutting ethical perspective that transforms support into a conscious, coherent action committed to the dignity of each person.



We understand the spiritual dimension as the deep need for connection, purpose and transcendence, which plays a key role, especially in situations of sustained suffering or loss of reference points.

Personal support for people who spend the night on the street

With the **Folre day centre**, we have cared for 252 people in Badalona. At the centre, they have had access to basic personal hygiene services, breakfast and laundry, while also being able to establish links with professionals, volunteers and other people assisted in the social space. We have also been able to offer social follow-up to 30 of the people supported.

Despite efforts to provide care to as many people as possible, the lack of care services in the city has increased the waiting list for basic services to 210 people.

Folre coordinates with a network of inclusive homes to care for homeless people in Badalona and facilitate their full recovery.

We manage this programme within the Bisbe Carrera Inclusion Programme, supported by the Fundació Llegat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaller Order of Saint John of God.

In 2025, we took part in the **emergency operation due to the eviction from the former B9 secondary school in Badalona**. We were able to support 22 people, within the framework of the Bisbe Carrera Inclusion Programme alliance.

We improve job opportunities

through the insertion service of the same entity and with the support of around fifty specialized organizations or those that have specific programs: ACCEM, ACIDH, ALONSO&CO, ASSÍS, Association In Via, Self-employment, Barcelona Active, Bayt al Thaqafa, Bicing, Casa Orlandai Civic Center, El Sortidor Civic Center, CFA Rius i Taulet, Social-labor Commission for the Community Development Plan Poble-Sec, Red Cross, El Llindar, School of New Opportunities, Engrunes, Espigoladors, Work with Heart of Caritas, Francesc Palau, FICAT, Active Community of Fundació ABD, Fundació ARED, Fundació Àurea, Fundació d'Atenció a la Dependència de Sant Joan de Déu (FAD), Fundació Catalònia, Fundació Ci-

bervoluntaris, Fundació Femarec, Fundació Training and Work (D'Ins), Fundació JOIA, Fundació Germà Benito Menni, Mambré Foundation, Fundació Health and Community, Fundesplai, Gramelmpuls, Sant Joan de Déu Hospital, Let's Boost, Intecserveis CET, Inter-mèdia, La Drecera, Mescladís, Migraestudium, La Troca, SJD Social Work, Gràcia Mental Health, SOC, Solidança, SUARA, SURT, Tourism Sector Table Sants-Montjuïc, Traffic Project, Old Town Labor Network, XFOL Economic Promotion Horta-Guinardó, YMCA.

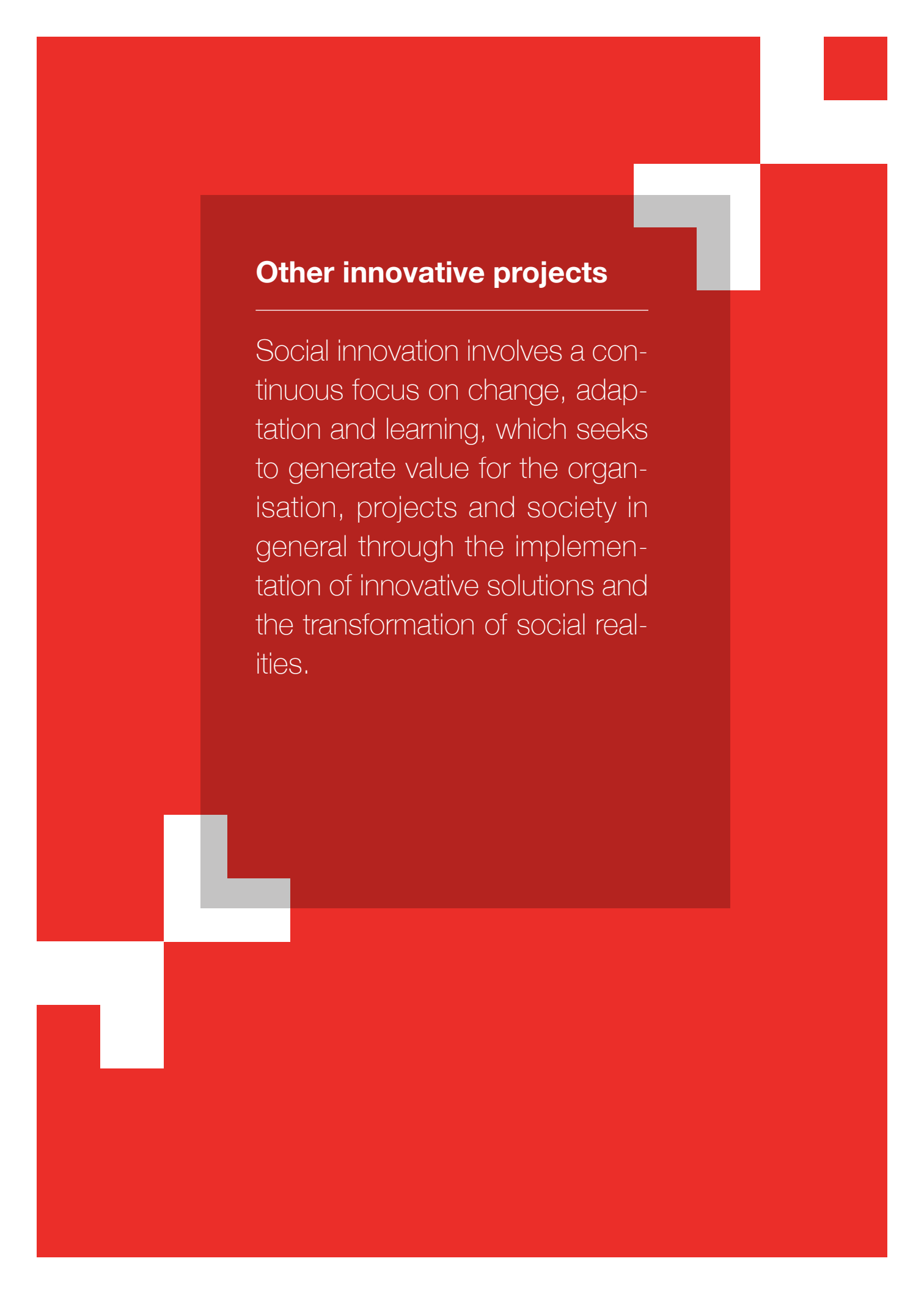
12% of the people who receive support find work while attending the entity's different programmes.



In 2026, we incorporated La Caixa's Punt Incorpora into our organisation, with the aim of expanding the network to improve people's employability.





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Other innovative projects

Social innovation involves a continuous focus on change, adaptation and learning, which seeks to generate value for the organisation, projects and society in general through the implementation of innovative solutions and the transformation of social realities.

COMHOM

In 2024, the European Social Fund awarded SJD Serveis Socials the three-year COMHOM (Combating Homelessness) project, which aims to improve decision-making in the response to homelessness in Europe. This initiative is committed to improving data collection and processing, incorporating digital tools, and implementing a standardised monitoring and evaluation (M&E) framework.

The COMHOM consortium is made up of a diverse group of organisations with extensive experience in the field of social services, research and digital transformation. Led by Sant Joan de Déu Serveis Social Barcelona and the affiliated entity Fundació de Recerca SJD, the consortium is formed by Sant Joan de Déu Valencia (Spain), Value for Health CoLAB (Portugal), Metropolia University of Applied Sciences (Finland), Social IT (Italy), Chino.io (Italy), Simon Communities of Ireland (Ireland),

PRACTICE (Greece), and the European Social Network (Belgium). Likewise, the partner organisations FEANTSA, Y-Foundation and SMES Europa are making a key contribution to bolstering the impact and scope of the project.

The COMHOM project has received funding from the European Social Fund (ESF) of the European Union under grant agreement no. 101172624.

This year, 25 social organisations have joined the project after passing a competitive selection process.

COMHOM is one of the projects that demonstrates our commitment to digitalisation, innovation and continuous improvement for social impact assessment and measurement processes.

www.comhom.eu ↗

Solidarity Dental Consultation (COS)

The COS is a dental service aimed at guaranteeing specialised, free and high-quality dental care for both adults and children in situations of poverty, social exclusion or at risk of suffering from these issues. It offers a basic portfolio of services, complementary to that of the public system.

This resource promotes the improvement of oral health through proper hygiene and functionality of the oral system, while enhancing the social and psycho-emotional benefits derived from a good dental image and aesthetics, thereby contributing to the overall well-being of the people treated.

During 2025:

- > 283 people supported.
- > 97 people supported.
- > 995 hours of adult care.
- > 510 hours of hygienist care.
- > 318 hours of paediatric care.
- > 1,506 treatments for women and men (fillings, root canals, hygienist visits and scrapes).
- > 500 treatments for children (fillings and pulpectomies).
- > 296 removable prostheses have been fitted.
- > 125 follow-up visits for people who have completed the prosthesis process.

Project co-managed with the Sant Joan de Déu Hospital and coordinated with Barcelona City Council.

Som Salut Mental 360

We are members of this digital platform's management and technical committees. Its goal is to provide accurate, reliable information to empower, support, inform, foster awareness

and promote mental health. Other members of the platform include the Parc Sanitari Sant Joan de Déu, Hospital Sant Joan de Déu, Sant Joan de Déu Terres de Lleida and Solidaritat Sant Joan de Déu.

www.som360.org ↗

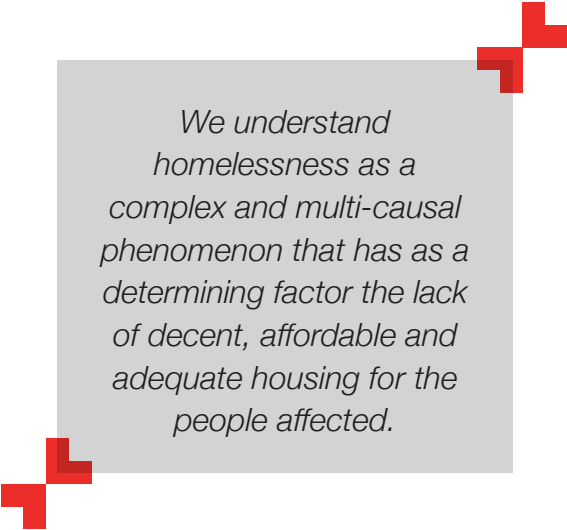
Law on the rights of the homeless

In 2025, we are continuing to promote the Bill on urgent and transitional measures to tackle and eradicate homelessness. Its admission for processing with majority parliamentary support is a key step in promoting a specific regulatory framework in this area.

In this context, several political advocacy and communication actions have been carried out jointly with Càritas Catalunya, Arrels Fundació, ASSÍS Centre d'Acollida, the Community of

Sant'Egidi Barcelona, and the honorary professor of administrative law at the UAB, Dr. Antoni Milián, director of the legal text, aimed at both the Government of the Generalitat and the various groups in the Parliament of Catalonia.

At the same time, the second edition of the book *Sensellarisme* was published in June 2025, reinforcing the arguments in favour of the law's approval. Its public presentation took place at the Barcelona College of Architects.



We understand homelessness as a complex and multi-causal phenomenon that has as a determining factor the lack of decent, affordable and adequate housing for the people affected.



Solidarity

In 2025, **51 companies placed their trust in us** and supported our programmes.

The financial contributions and the agreement with Obra Social SJD have amounted to a total of €439,038, which has helped us to fund social projects, improve the spaces and furnishings of the centres and homes, and promote access to leisure activities, always with the aim of enhancing the well-being of the people we care for.

We would like to highlight:

- > **IKEA**, which has supported the prevention programme aimed at young people, La Bastida, through its Llars Impuls initiative.
 - > For the ninth consecutive year, **Moventia and TRAM**, have provided transport for the people supported, enabling them to access new opportunities (training, employment, networking...). With their support, more than 5,000 people have benefited from the partnership.
 - > We have a partnership agreement with **Obra Social de Sant Joan de Déu**, through which we receive support for the financing of social projects. What's more, it promotes awareness campaigns such as Soledat no desitjada or Magic Line, in which we have actively participated, which help both raise public awareness and attract financial resources.
 - > **Anonymous citizens** who have taken part in the fund-raising campaign to provide emergency care to people evicted from the former B9 secondary school in Badalona and who have given more than money, offering warmth and hope for the future.
- 11% of the contributions have been in the form of corporate volunteering**, offering an improvement to the people cared for and to the spaces of SJD Serveis Socials, but above all, they have created life experiences with the people cared for.
- > **ARPE** held a self-care workshop for women at AVIDI Home.
 - > **Fresenius Kabi Grupo España** has improved the spaces at the La Llavor CRI, creating opportunities for new uses and new sensations.
 - > **Barber Angels** has continued to offer regular hairdressing and barbering services at the Hort de la Vila CRI, helping to improve the mood of many people.
 - > **CCEP-Iberia** organised a football match with young people from the Creu dels Molers CRI, fostering networking, bonding and access to leisure.
 - > **La Redoute** has remodelled the library room at the CRI Hort de la Vila, **creating a new comfortable space**.
 - > **Laboratoris Esteve** has improved the outdoor spaces of the CRI La Llavor, reminding us that spaces educate and heal.

Thank you very much for your involvement!

In 2025, we continued to work with the public to raise awareness about homelessness, especially through schools and community actions:

- > With the **project #educaSJD** we raise awareness about homelessness in 19 educational centres and carry out 9 APS (learning and service projects). More than 460 students and 24 teachers participate. 17 professionals and volunteers deliver the activities in schools.
- > We maintain an **active presence in the community** by taking part in the local festivals in the neighbourhoods of Poble-Sec, Sarrià and Sant Genís in Barcelona with various activities. We also join in the commemoration of Homeless People's Day in Barcelona and Badalona, and we continue to promote community initiatives that foster dialogue with the neighbourhood, such as 'Comunitat 360', in collaboration with the Museu Nacional d'Art de Catalunya (MNAC), or the 'Marmita comunitària' workshops with the Centre Cívic El Sortidor. In total, we have taken part in 11 community activities and 3 campaigns.



The humanisation of the spaces in which we care for people is essential to establish support that understands and considers the person as a whole.

We network

> **We strengthen the bond with the community** with the Public Health Agency, the Association for the Promotion of Working Women (APDT), CAP Sarrià, CAP Calella, La Casa Orlandai, Casal Fàtima, the civic centre El Sortidor, La Clota co-work, the Poble-Sec Entities Coordinator, the civic center La Casa Grogà, the Roser de Sarrià Festival Committee, La Drecera, Espai Caixa, Blai 50 Pharmacy, Nova Pharmacy, Sant Genís Pharmacy, INEFC, the Museu Nacional d'Art de Catalunya (MNAC), Orgull Poblesquí, PIAD Horta, the Teatre de Sarrià, Vulnus, the Sant Genís Health Network, and the Sants-Montjuïc Tourism Sector Table.

> **We support Meals in Company**, a project to tackle loneliness and promote the healthy lives of elderly people in vulnerable situations.

The service belongs to the area of social rights, economic promotion, work, feminism, and democratic memory of the Barcelona City Council.

> **Networking remains a pillar of the entity** to offer better, more specialized care and with a greater social impact. We work together with more than 30 entities: Hospes Alliance, Fundació Arrels, ASSÍS centre d'acollida, Saint John of God Association Catalonia, Saint John of God Association Spain, SJD Campus Docent, Càritas Diocesana de Barcelona, Salesian Inspectorate of Mary Help of Christians, Besòs Consortium, DIOMCOOP, Sarrià Primary Care Center, El Lloc de la Dona, Fundació d'Atenció a la Dependència, Barça Foundation, Daughters of Saint Joseph Congregation, Fundació Formació i Treball, Ared Foundation, Fundació Germà Benito Menni (CET Intecserveis, CET El Pla), Fundació de Recerca SJD, FICAT Foundation, Mambré Foundation, Fundació Putxet, Fundació Llegat Roca i Pi, Government of Catalonia, Sant Joan de Déu Children's Hospital, Faciam Network, Rights First, Saint John of God Health Park, Sant Egidi, SJD Social Innova, Sant Joan de Déu València, Sportsalus, Ufficio Pio, Autonomous University of Barcelona, University of Barcelona, and Saint John of God Mental Health Network



Housing is the centre where life takes place, but it requires a context in which this life can be lived in community. The work of bringing the person closer to the neighbours, the shops and services in the neighbourhood or nearby organisations is key so that the person can gradually build natural support networks.



Communication and outreach

Throughout the year, we have worked continuously to keep homelessness at the centre of **the media** agenda. We understand that the media are key players in promoting social awareness, combating prejudice and stereotypes, and helping to build a more humane, inclusive and committed narrative for homeless people.

In this context, we have generated **more than 130 media impacts**, of which 87.8% have been in digital format. The main topics of media interest have been the bill to tackle homelessness, the eviction from the Institut B9 in Badalona, and the new project to prevent youth homelessness, La Bastida.

Press clipping 2025 [➤](#)



We have also published several articles, including the technical article “Trans-formándonos en la práctica profesional. Learnings from the life stories of the housing programs of Sant Joan de Déu Serveis Socials Barcelona,” written by Teresa Bermúdez and Eduard Rafel, in the book “Clinic of Neglect and Ethics of Care: Mental Health as Collective Creation,” coordinated by José Leal

Social media

We are on social media to communicate with our community; a window that allows us to inform the public and discuss with them the events that interest us the most.

We ended 2025 with 7,300 followers on social media and an average engagement of 18% on IG.

We are on LinkedIn, Instagram and Bluesky, and in 2026 we are launching a WhatsApp channel.

Events

We have organised events to celebrate how care programmes have a positive impact on the lives of many people, while also strengthening partnerships and sharing knowledge with other professionals.

- > We're celebrating the **5th anniversary of the CRI La Llabor** in an emotional event that highlights the support given to people through closeness, being there and listening, and the importance of creating bonds and building networks.
- > We commemorate the **10th anniversary of the Primer la Llar programme** in a joint event between the Directorate of Homelessness Services, the Municipal Institute of Social Services of Barcelona City Council and the UTE Suara – Sant Pere Claver Group.

- > We held the **internal launch** of the **La Bastida** support programme for young people in vulnerable situations, kicking off a programme that has gained numerous partnerships and collaborations, as well as the trust of the Order of Saint John of God.
- > We take stock of the **first 3 years of the Vesta programme**, together with the Consorci del Besòs, at an event that reaffirms the commitment of the institutions to continue supporting single women with dependent children in a situation of severe housing exclusion.
- > We organise the **Dialogue on Homelessness and the Right to Housing** at the headquarters of the Barcelona College of Architects, together with the organisations promoting the law to tackle homelessness. The event allowed us to explore in depth the structural, political and social difficulties in accessing housing.
- > We held an event to celebrate the **partnership between IKEA and Sant Joan de Déu** to guarantee a future for young people in vulnerable situations, through the Llars Impuls programme run by IKEA and the La Bastida programme run by Sant Joan de Déu.

Knowledge

Via several networks of entities where we share knowledge and develop new projects:

Through different networks of organisations where we share knowledge and develop new projects: Acord Ciutadà de Barcelona, Aliança Hospes, the Committee for the Law for the Protection of the Homeless, Barcelona Housing Council, the ECAS Federation (Catalan social action organisations), church organisations in Barcelona, FEANTSA (European Federation of National Organisations Working with the Homeless), Sarrià Primary Care Centre Community Health Core Group, the Platform of Christian Entities with Immigrants, Red

Faciam, the Poble-Sec Community Plan, the SJD Mental Health Network, the Table of Third Sector Entities, the Badalona Homeless Table, XAPSLL (homeless care network in Barcelona), the Network of Inclusion Dwellings and the Metropolitan Residential Inclusion Network.

We continue to work with:

- > Parc Sanitari Sant Joan de Déu for the construction of a social and health care proposal.
- > Strategic Mental Health Plan of Sant Joan de Déu in Catalonia.

Transparency management

In 2025, a budget of **8.7 million euros** was managed to care for homeless people.

Source of income

83.3% Public funding

80.2% Covenant with Barcelona local authorities

16.3% Subsidies

3.5% Besòs local administration agreement

16.7% Private financing*

9.6% Agreements with the Fundació Llegat Roca i Pi and “La Caixa”

5.8% SJD Social Work and SJD Hospital Order

1.3% Particulars

We manage investment projects with great economic impact:

- > The La Bastida project has been completed, with an investment of 4.2 million euros.
- > The European project COMHOM obtains funding of 5 million euros for 3 years.

What we spend the income on

51.2% People

21.1% Basic housing expenses

20.4% Specialised external and social economy contracts

5.3% Scholarships

2% Other

We use the funds to take care of our spaces and our basic services through specialised external contracts and social economy contracts (maintenance, gardening, cleaning, catering, etc.) so that the people we care for feel at home 20.4%. The spaces educate and care.

Our network of properties requires basic expenses for rent, utilities, etc. 21.1%.

Personnel costs are the largest part of the budget 51.2%. Providing decent wages is a basic element based on our values: quality, respect and responsibility. The professional team is the driving force behind the organisation.

(*) Private funding increased by more than two percentage points compared to the previous year.

We provide grants to participants who need them. 5.3%. because we support the needs that arise as part of each person's individual process.

Through responsible and committed financial management, we make it possible for new opportunities to emerge that transform lives.



We are committed to the continuous improvement of our processes to improve care for people and contribute to a fairer and more equal society.

We always work with quality and responsibility

During 2025:

- > We have audited our annual accounts with an **external auditor**.
- > We have carried out the external follow-up audit of the **ISO 9001:2015 Quality Management System**.
- > We carried out the external certification audit of the **ISO 14001:2015 Environmental Management System**.
- > We are working to continue improving **the information security system for personal data**, having identified the need to implement an Information Security System, according to the National Security Framework (ENS).
- > We are working to incorporate the **Compliance Management System**.
- > We obtain the certification of the **Legal Compliance Assurance System** in PRL.



Badalona Town Council, Montcada i Reixac Town Council, Sant Adrià del Besòs Town Council, Santa Coloma de Gramenet Town Council, Prat de Llobregat Town Council, Alianza Hospes, Metropolitan Area of Barcelona, Arrels Fundació, ASSÍS Centre d'Acollida, Associació Cívica La Nau, Asociación San Juan de Dios España, Associació Sant Joan de Déu Catalunya, Bruss'help, Campus Docent SJD, Càritas Catalunya, Càritas Diocesana de Barcelona, CET Intecserveis, Comunitat de Sant'Egidio a Barcelona, Congregació de Filles de Sant Josep, Consorci del Besòs, Diomcoop, Barcelona Provincial Council, EAP Sarrià, European Federation of National Organisations Working with the Homeless (Feantsa), Filles de Maria Auxiliadora - Salesianes, Fondazione Ufficio Pio della Compagnia di San Paolo, Fundació Ared, Fundació Bosch Aymerich, Fundació d'Ajuda a la Dependència de Sant Joan de Déu, Fundació de Recerca SJD, Fundació FICAT, Fundació Formació i Treball, Fundació "La Caixa", Fundació Llegat Roca i Pi, Fundació Mambré, Fundació Prado Pintó, Hospital Sant Joan de Déu Barcelona, Moventia, Obra Social Sant Joan de Déu UTI, Parc Sanitari Sant Joan de Déu, Prat Espais, Red Faciam, Barcelona Sarrià Rotary Club, TRAM, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.

† In memory of Alejandro López Idiarte and Juan Galí.

Let's talk about you

We talk about you, but not with sadness.
We're simply talking about you, about how
you left us, about the very slow suffering
that was eating away at you, about your
things, and also about your tastes,
about what you loved and what you didn't love,
about what you did and said and felt,
we're talking about you, but not with sadness.
And little by little you'll become so much a part of us
that we won't even need to talk about you
to remember you. Little by little you'll be
a gesture, a word, a taste, a look
that flows without saying or thinking it.

Miquel Martí i Pol



SJD

Sant Joan de Déu
Serveis Socials · Barcelona



Orde Hospitalari de
Sant Joan de Déu
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