

Report 2022

SJD

Sant Joan de Déu
Serveis Socials · Barcelona



Orde Hospitalari de
Sant Joan de Déu
Província d'Espanya



26% of the people who receive support are women.

In the last 5 years, we have increased support for women by 11 points and we have created 3 specific programmes: La Llabor Centre, Vesta and Malla.



8% of the people who receive support are over 61.

We look for solutions so that elderly homeless people can live securely in company with others.



21% of the people who receive support are aged between 18 and 30.

We address the growing problem of youth homelessness with the Futuro&Co project based on the importance of having a home, achieving financial independence and living in a community for building a future.



29% of the people who receive support do not have legal residence in Spain.

We offer specialised legal support to people who need to obtain legal residence in Spain.



2022 has been the year of projects in Badalona.

We are strengthening our commitment to homeless people in Badalona by building on the alliance with the Fundació Llegat Roca i Pi and Càritas.



We work with over 30 entities and public administrations.

Alliances are a driver for the development of new opportunities.



We are planning the creation of 27 individual apartments in the Hort de la Vila Centre.

In 2023, we are launching the Hort de la Vila 2.0 project, a forward-looking residential facility for homeless people.



We continue to work with quality processes that substantiate our work.

We are recertifying with ISO 9001:2015, and in 2023 we will start the process of implementing ISO 14001.

SJD

Sant Joan de Déu

Serveis Socials · Barcelona

Sant Joan de Déu Serveis Socials – Barcelona creates opportunities so that homeless individuals and families can live with dignity, with the commitment to support them in all areas of life, in accordance with the Order's mission and the charisma of Saint John of God to help build a fairer society.

During 2022, we have developed new projects to adapt to harsher living conditions for homeless people and find new forms of support for specific population groups, such as women, young people, old people or people who are in the process of entering the job market.

In 2023, we have begun to transform the Hort de la Vila residential centre to upgrade and modernise the support system for homeless people. We believe in the future!

We support people who are homeless
We create opportunities to live with dignity

During 2022, we have strengthened our alliances to offer more opportunities to people who have nowhere to live and to address systemic social challenges. We have done a lot and will continue to do more in 2023.

Salvador Maneu
Director

A person wearing a cap and a t-shirt stands on a balcony, looking out over a cityscape. The entire image is overlaid with a solid red color. In the bottom left corner, there are white geometric shapes: a square, a larger L-shaped block, and a smaller L-shaped block. The text 'Key Ideas from 2022' is written in white, bold, sans-serif font across the lower middle of the image.

Key Ideas from 2022



We are giving greater priority to the gender perspective and developing specialised support for homeless women.

- > We have provided support for **74 women** at the La Llabor Residential Inclusion Centre, which is specifically for women.
- > We have opened new dwellings for women within the framework of the Malla programme, conceived to protect homeless women.
- > We provide support for **10 single-parent families**, consisting of women and their children, within the Vesta project.

“It is important to generate visibility and awareness of the situation of homeless women so that structural changes continue to be made that integrate the gender perspective.”

Charo Sillero

Manager, La Llabor Residential Inclusion Centre



We view employment support as a means of empowerment.

- > **64%** of the people who receive support find work while staying at the residential centres, dwellings or taking part in other non-residential resources.
- > We are taking part in the Next Diversitat i Empresa project, coordinated by ECAS (Catalan Social Action Entities) and the Pimec (Catalan SME Association), in which we will provide support to 20 people in their training process during 2023.

“The decision to prioritise employability within the organisation is intended to create quality job opportunities that guarantee people’s rights in companies that support us, based on a relationship of mutual trust.”

Tòfol Marquès

Manager, Creu dels Molers Residential Inclusion Centre



We are upgrading support for elderly homeless people.

- > **8%** of the people who receive support are over 61.
- > **25%** are aged between 50 and 60.
- > Elderly people have different living needs than younger people and many also say that they feel lonely.
- > We are working to overcome loneliness and help them find stability and peace of mind in their lives.

“Becoming old cannot condemn you to not having a home.”

Javi Prieto

Manager, People Support Area



We join forces with other organisations to provide support for young people.

Faced with a growing number of young people who are homeless, we are launching a shared housing project specifically targeting young people, Futuro&Co, and we are starting to create a new model with an in-house methodology based on research and innovation.

“Our objective is to have an impact on public policies targeting homelessness among young people.”

Teresa Bermúdez

Manager of the Shared Housing Programme

A woman with dark hair, smiling, is wearing a dark quilted jacket and a patterned scarf. She is holding a small plant with green leaves and white flowers. The background is a brick wall. The entire image is overlaid with a semi-transparent red filter. In the bottom right corner, there are three white geometric shapes: a square, a horizontal rectangle, and a vertical rectangle.

General data

We support people who are homeless. We create opportunities to live with dignity.

In 2022:

- > 947 **people** have received support. We have reduced the number of care actions while increasing the number of places.
- > Every day, we attend to 559 **people**.
- > **68** people received care from the SAER (Spiritual and Religious Care Service) team. We have increased the number of actions compared with previous years.
- > On average, **62.2%** of the people supported by each service achieve their personal goals: find a job, find somewhere secure to live, receive a government benefit...
- > **72%** of the people complete their support process with financial income.
- > **38%** of the people who received support complete the process with a job.



The number of people who leave with a job has increased by 8 points

- > **61%** of the people succeed in improving their residential situation. **37%** manage to obtain a personal residential space.
- > On average, we support each person in the residential centres for **289** days.
- > We manage 161 dwellings, which provide housing for 226 people.



Residential capacity has increased 42.5%

We have increased residential capacity with the launch of the Malla and Futuro&Co projects.

We apply a people-centred care model:

- > **75%** are men
- > **25%** are women



Support provided for women has increased 5 points

- > **21%** are aged between 18 and 30
- > **41%** are aged between 31 and 50
- > **33%** are aged over 50



Support provided for young and old people has increased

- > **32%** are Spanish
- > **8%** come from an EU member country
- > **59%** come from non-EU countries



Support for people from non-EU countries has increased

- > **29%** do not have legal residence in Spain



Support for people who do not have legal residence in Spain has increased by 22 points

- > **31%** of the people who receive support have some kind of disability
- > **47%** have a mental health problem

The human team that makes this support possible is composed of **184** people: **93** professionals and **91** volunteers.

In 2022, the employed staff increased by **14.8%** and the number of volunteers decreased by **6.19%**, due to the effects of COVID as the emergency programme was discontinued. In addition, **13** students carried out internships at our resources.

“We are a strong, professionalised team that is constantly evolving and growing to be the best version of ourselves.”

Silvia R. Escorihuela
Manager, People and Values Area

Our programmes

In 2022, 947 people have received support through 10 programmes. In total, we have cared for 559 people simultaneously in 434 residential places.

The service portfolio is structured as an ecosystem of interconnectable programmes to find the right place for the supported person in the centre.



947
people



10
programmes



559
places



434
residential
places



110
inclusion
dwellings

Residential inclusion centres

HORT DE LA VILA RESIDENTIAL INCLUSION CENTRE



A residential inclusion centre for people who have socio-educational needs.

- > **55%** have financial income.
- > **38%** suffer from difficulties due to mental health problems.
- > **19%** have a level of disability \geq **33%**.
- > **22%** of the women supported have suffered male violence.
- > **8%** have suffered violence related with aporophobia.
- > **37%** do not have legal residence in Spain.
- > **24%** have a job.
- > **67%** are currently taking part in a training process or have completed one.

Coordinated with Barcelona City Council.

- > **16%** have suffered violence related with aporophobia.
- > **51%** do not have legal residence in Spain.
- > **55%** have a job.
- > **83%** are currently taking part in a training process or have completed one.

Coordinated with Barcelona City Council.

LA LLAVOR RESIDENTIAL INCLUSION CENTRE



A residential inclusion centre to provide specific support for homeless women, transexuals or non-binary people.

- > **55%** have financial income.
- > **63%** suffer from difficulties due to mental health problems.
- > **60%** of the people supported have suffered male violence.
- > **13%** have suffered violence related with aporophobia.
- > **50%** do not have legal residence in Spain.
- > **44%** have a job.
- > **70%** are currently taking part in a training process or have completed one.

Coordinated with Barcelona City Council. In partnership with Fundació Ared.

CREU DELS MOLERS RESIDENTIAL INCLUSION CENTRE



A residential inclusion centre focused specifically on job finding.

- > **65%** have financial income.
- > **20%** suffer from difficulties due to mental health problems.
- > **10%** of the women supported have suffered male violence.

Malla, a regionally-based protection ecosystem for homeless women, was created in 2022. Malla includes the La Llabor Residential Inclusion Centre, 2 shared homes in the same neighbourhood as the centre, a network of dwellings in Barcelona for young women and the planned Espai Calella for women aged over 55.

All 3 services complement each other so that each woman can receive the support she needs at any given time.



We apply a new support model in the residential centres based on double references, after a 6-month pilot test.

Individual housing programme

HOUSING FIRST- LLARS



- > **72%** men **28%** women

Individual dwellings for people with health problems related to mental health issues and addictions, often the result of many years living on the streets. In order to complete their personal recovery, they need time and consistent support.

- > **10 people** took part in the housing programme in Les Borges Blanques. All completed their participation in the programme in order to keep the dwelling and become independent.

HOUSING FIRST-LLARS PRAT DEL LLOBREGAT

In 2022, we broadened the scope of the Housing First programme. Since July, we have been supporting **2 people housed in 2 flats run by Prat Espais**. In partnership with Prat Espais, Prat de Llobregat Town Council.

“Recovery of a homeless person is a slow process, but it is possible when there is the necessary space, time and support.”

Eduard Rafel
*Manager of the Individual
Housing Programme*

PRIMER LA LLAR



A long-stay programme for people who have suffered chronic, severe homelessness, often with mental health problems and addictions. A Barcelona City Council programme, which we co-manage.

- > In 2022, we were again awarded management of **25 dwellings**, until 2024.
- > It is planned to open **13 dwellings** in 2023.

In the entire individual housing programme:

- > **95%** have financial income.
- > **70%** have a mental health diagnosis.
- > **61%** have physical health problems.
- > **55%** are under treatment for addictions.
- > **43%** of the participating women have suffered male violence.
- > **8%** have suffered violence related with aporophobia.

INCLUSION DWELLINGS IN BADALONA



A programme to care for homeless people in Badalona and facilitate their full recovery. We manage this programme within the Bisbe Carretera Inclusion Programme, supported by Fundació Lligat Roca i Pi, Càritas Diocesana de Barcelona and the Hospitaller Order of Saint John of God.

- > **89%** have financial income.
- > **53%** have a mental health diagnosis.
- > **61%** have physical health problems.
- > **50%** are under treatment for addictions.
- > **33%** of the participating women have suffered male violence.
- > **18%** have suffered violence related with aporophobia.

Ared housing programme

INSULA



> **44%** of the families are single-parent families.

Social housing for individuals and families, with flexible social support adapted to their needs.

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

www.insula.cat ➔

VESTA



Social housing for women with young children.

A joint project undertaken with the Town Councils of Badalona, Santa Coloma de Gramenet, Sant Adrià del Besòs and Montcada i Reixac; and the organisations: Càritas Barcelona, Fundació Formació i Treball, Fundació Mambré; and the Consorci del Besòs. It is also supported by the Metropolitan Area of Barcelona and Barcelona City Council.

LLARS



Shared dwellings for people who are self-supporting in activities of daily life. These are services for transitioning from inclusion centres to independent living.

FUTURO&CO



Futuro&Co is a pilot project created to help young people at risk of social and residential exclusion in Spain to attain personal independence and live a full life. The goal is to participate in the design of new empowering public policies to address homelessness among young people.

11 organisations working in different parts of Spain are taking part in this Faciam project: Federation of entities and centres for the integration and assistance of disadvantaged people, Albergue San Juan de Dios, Apostólicas del Corazón de Jesús Obras Sociales – Luz Casanova, Asociación Albéniz, Asociación Servicio Capuchino para el Desarrollo y la Solidaridad, Càritas Diocesana de Madrid, Fundación Albergue Covadonga, Fundación B. San Martín de Porres, Fundación Privada Putxet, Fundación Social Hijas de la Caridad, Sant Joan de Déu Serveis Socials València and Sant Joan de Déu Serveis Socials Barcelona. The cooperation between entities facilitates the creation of a shared, consensual, evaluated methodology.

Futuro&Co is one of the projects selected by the Ministry of Social Rights and 2030 Agenda to receive EU Next Generation funds for social innovation.



In the entire shared housing programme:

- > **78%** have financial income.
- > **66%** have a mental health diagnosis.
- > **27%** have physical health problems.
- > **60%** are under treatment for addictions.
- > **22%** of the participating women have suffered male violence.
- > **8%** have suffered violence related with agoraphobia.
- > **40%** have a job.
- > **47%** are currently taking part in a training process or have completed one.

Prevention programme

EXTERNS



A prevention service with which we guarantee social care after people have completed their process in the residential centres or inclusion flats in order to prevent them from becoming homeless again.

Other programmes

OPEN LLARS PROGRAMME

With this programme, we buy and install furniture and household appliances to update and renovate our dwellings.

- > **40 men** and **15 women** are benefitted by the programme.
- > **12 dwellings** have been improved and household appliances and goods have been provided for a further **23 flats**.

Emergency projects

COVID



The emergency programme is maintained to assist and support homeless people, referred by our organisation or others, who must self-isolate themselves due to a COVID infection.

Programme funded by Barcelona City Council.

AIRE



The emergency care and shelter programme to guarantee the future of families from Ukraine. The programme takes in women with children.

AIRE forms part of the Ukraine emergency programme put in place by the Associació Sant Joan de Déu Catalunya and the Ministry of Inclusion, Social Security and Migrations; it is also assisted by the Hijas de San José community.

SOM SALUT MENTAL 360

We are members of this digital platform's management and technical committees, whose other members are the Parc Sanitari Sant Joan de Déu, the Sant Joan de Déu Barcelona Hospital, Sant Joan de Déu Terres de Lleida and Solidaritat Sant Joan de Déu.

With input from Sant Joan de Déu Social Services, a monographic publication on homelessness, an online event on the Housing First Programmes, a first-hand account by a supported person, and a "face-to-face" interview were posted on the platform during 2022.

www.som360.org ↗

Other innovative projects

FREE DENTAL CARE

A dental service for vulnerable adults and children. The treatments not only impact on people's physical health but also on their mental health.

331 adults | 124 children have received treatment.

270 dental cleaning and scaling sessions in adults | **1,029 treatments** in adults of both sexes | **253 treatments** in children.

Project implemented jointly with the Sant Joan de Déu Hospital and coordinated with Barcelona City Council.

SOCIAL INNOVA

A Sant Joan de Déu Espanya UTI programme, supported by the Research Foundation, that works for social innovation. In 2022, we took part in the presentation of an innovation and digitisation project by SJD Spain.

EUROPEAN PROJECTS

We have continued our involvement in European projects for the methodological improvement and dissemination of best practices in residential support for homeless people:

> Hood Project

During 2022, and until June 2023, we continue to apply the Hood methodology to 20 people we support in the residential inclusion centres, the Folre day centre and the Llars programme, with the aim of readying the methodology, scheduled for roll-out in June 2023. With this methodology, it is hoped to be able to support people with a horizontal vision



and encourage them to decide for themselves which direction the intervention will take.

Sant Joan de Déu Serveis Socials is the operational partner for the Homeless Open Dialogue (HOOD) project. Led by Officio Pio, it is included in the European Erasmus+ programme.

> **Rights First**

We are partnering with this integral care project for homeless people led by the Brussels Help consortium within the framework of the 2022-2024 European programme. We are working on **a mentoring process** based on our experience in the Insula programme. During 2022, we organised training sessions in Barcelona and Brussels.

HORT DE LA VILA 2.0

With the support of 26 entities, public agencies and companies, we have submitted the Hort de la Vila residential centre rehabilitation project for the European Next Generation funds. *In 2023, we have been granted part of the funding to get the project off the ground.*

The basic goal of the Hort de la Vila 2.0 project is to protect homeless people. Through the rehabilitation of the Hort de la Vila Residential Inclusion Centre, we help the supported people progress toward personal autonomy, increase their private spaces and foster community life; at the same time, we contribute to the social housing stock in Catalonia.

Partners: Barcelona City Council, the Catalan Government's Ministry of Social Rights, University of Barcelona, EAP Sarrià Vallvidrera les Planes, Alianza Hospes, Feantsa, Fundació Formació i Treball, SJD Research Foundation and SJD Mental Health Network.

"Hort de la Vila 2.0 is an innovative project that includes access to housing while also fostering the personal autonomy and community engagement of the people who live there; at the same time, it contributes to the social economy and environmental sustainability."

Francesc Pous

Manager, Hort de la Vila Residential Inclusion Centre

Homeless Law. During 2022, the Bill on Transitional and Urgent Measures to Tackle and Eradicate Homelessness in Catalonia began its process through the Parliament of Catalonia.

The Bill's sponsoring institutions, jointly with Sant Joan de Déu Serveis Socials: Autonomous University of Barcelona, University of Barcelona, Assís Centre d'Accollida, Arrels Fundació, Càritas Catalunya and the Comunitat de Sant' Egidio.

It is believed that the Law will benefit 18,000 people over a period of 5 years.

A photograph of a man wearing a dark cap and a hoodie, looking off to the side. The image is overlaid with a large, semi-transparent red filter. On the left side, there is a large, white, stylized letter 'F' that serves as a graphic element. The word 'Solidarity' is written in white, bold, sans-serif font across the lower part of the image.

Solidarity

We thank the entities and companies that have helped us in our work:

- > For the 6th year running, Moventia and TRAM have contributed €60,000 to fund transport costs for the people we care for and give them new opportunities. With their support, more than 3,000 people have benefitted from the partnership, 600 of them in 2022.
- > Rotary Sarrià provides support for the AIRE emergency project to assist people fleeing from the war in Ukraine. In 2022, it provided funding to enable 9 children to follow all-day summer activities.
- > Sant Joan de Déu's Obra Social (Social Outreach) contributed over €294,000 to fund social projects.
- > The Associació Cívica La Nau continues to provide donations in kind which help us improve essential services.
- > We have received support from the Fundació Bosch Aymerich in the projects targeting the elderly.

In the area of international cooperation, we have completed the twinning with San Juan Grande, the Sant Joan de Déu centre in Mexico, and we have started the process to twin with another social centre.

We continue with public awareness raising activities:

- > With the **#educaSJD** project, we have organised 17 projects with schools, 3 of which are learning and service projects. 834 school students are taking part.
- > **Magic Line:** we took part in the charity citizen mobilisation event and raised €54,550 for our social projects, of which €23,550 are for the AIRE emergency project.
- > We took part in and supported the summer festivities of the districts of Poble-Sec, Sarrià and Sant Genís in Barcelona, and also in the Homeless Day, and in other **community activities** that enable us to reach out to the local people.

A photograph of a smiling woman with dark hair hugging an older man with white hair and glasses. The image is overlaid with a red tint. A large white geometric shape, resembling a stylized 'L' or a corner, is positioned in the bottom right corner. The word "Networking" is written in white text across the lower part of the image.

Networking



Integral support services

- > In partnership with the Fundació FICAT, we offer **specialised legal support** to people who need to obtain legal residence in Spain. With this partnership, we have provided assistance to 55 people.
- > We provide **psychological care** with the Parc Sanitari SJD. 45 people received support with this service.
- > We provide personal support to people who sleep on the street in Badalona, with the **Folre Day Centre**. We have 35 places and we have provided support to 169 people in 2022. Folre coordinates with a network of inclusion dwellings 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 Hospitalier Order of Saint John of God.

- > We improve **job opportunities** thanks to ACCEM, ACF (Action against Hunger), ACIDH, Badalona Town Council Social Services, AEBALL, Assis, Barcelona Activa, Bayt al Thaqafa, Biciclot, BNI Barcelona, Can CET, CARES, CEAR, CEPAIM, CLECE, Condis, Cooperativa L'HENBICI, Crit ETT, DRECERA, EICA, El Llindar, Escola de Noves Oportunitats, Engrunes, Entitat Recollim, Equip d'Assessorament Laboral (EAL), Espigoladors, EULEN, EUROFIRMS, Càritas Feina amb Cor, FICAT, Francesc Palau, Fundació ABD (Action, Wellbeing and Development), Fundació Adecco, Fundació AMIC, Fundació ARED, Fundació AREP, Fundació Cares, Fundació d'Atenció a la Dependència de Sant Joan de Déu (FAD), Fundació Barça, Fundació DAU, Fundació ECOM, Fundació Femarec, Fundació Formació i Treball (D'Ins), Fundació HEBE,

Fundació INVIA, Fundació IRES, Fundació Joia, Fundació Mambré, Fundació Portolà, Fundació Roure, Fundació Salut i Comunitat, Fundesplai, Gramelpuls, GremiBaix, Grup Integra, Grup ATRA, Sant Joan de Déu Hospital, Ilunion CET, Impulsem, Intecserveis, Intermèdia, Manscoop, Mansol, Mescladís, Metges del Món, MigraEStudium, Ocupació Poble-Sec, Programa Incorpora, Badalona IMPO Economic Promotion, El Prat de Llobregat Economic Promotion, Esplugues de Llobregat Economic Promotion, SAIER, Salut Mental Gràcia, Servei Solidari, SOC, Sodexo, Solidança, SUARA, SURT, Taula sector hotelaria Sants-Montjuïc, TriniJove, URBACET, Xarxa Laboral del Casc Antic, Xarxa Xaloc and YMCA.

64% of the people who receive support find work while attending the entity's different programmes.

- > We offer **spiritual and religious care (SAER) with a specific service operated by the entity**. 68 people have received this service.



We network

- > **We build links with local communities**, with the El Sortidor Civic Centre, the Albareda Cultural Centre, the Casal Casa Grogga, Sarrià Primary Care Centre, La Casa Orlan-dai, the Teatre de Sarrià, Farmàcia Nova, La Clota co-treball, the Sant Genís Health Network and the Sants-Montjuïc Tourism Table.
- > **We provide support for the Àpats en companyia (Meals in company) project**, targeting vulnerable elderly people. These services guarantee adequate meals and a place where participants can meet other people living in their district and form friend-

ships that will help them overcome loneliness and live a healthy life.

The service is organised within Barcelona City Council's Social Rights, Global Justice, Feminisms and LGTBI area.

> **We continue to improve the standard of care thanks to our networking** with some 30 organisations, enabling us to boost our social impact and contribute specialised expert knowledge.

Alianza Hospes, Arrels, Assis, Associació Sant Joan de Déu Espanya, Sant Joan de Déu Training Campus, Càritas, Congregació Maria Auxiliadora, Congregación Salesianas, Consorci del Besòs, DIOMCOOP, EAP Sarrià, FAD, Filles de Sant Josep, Formació i Treball, Fundació Ared, Sant Joan de Déu Research Foundation, Fundació FICAT, Fundació Mambré, Fundació Roca i Pi, Government of Catalonia, Hood, Sant Joan de Déu Children's Hospital, Intecserveis, Red Faciam, Rights First, Parc sanitari Sant Joan de Déu, Sant'Egidi, SJD Social Innova, Autonomous University of Barcelona, University of Barcelona and Sant Joan de Déu Mental Health Network.



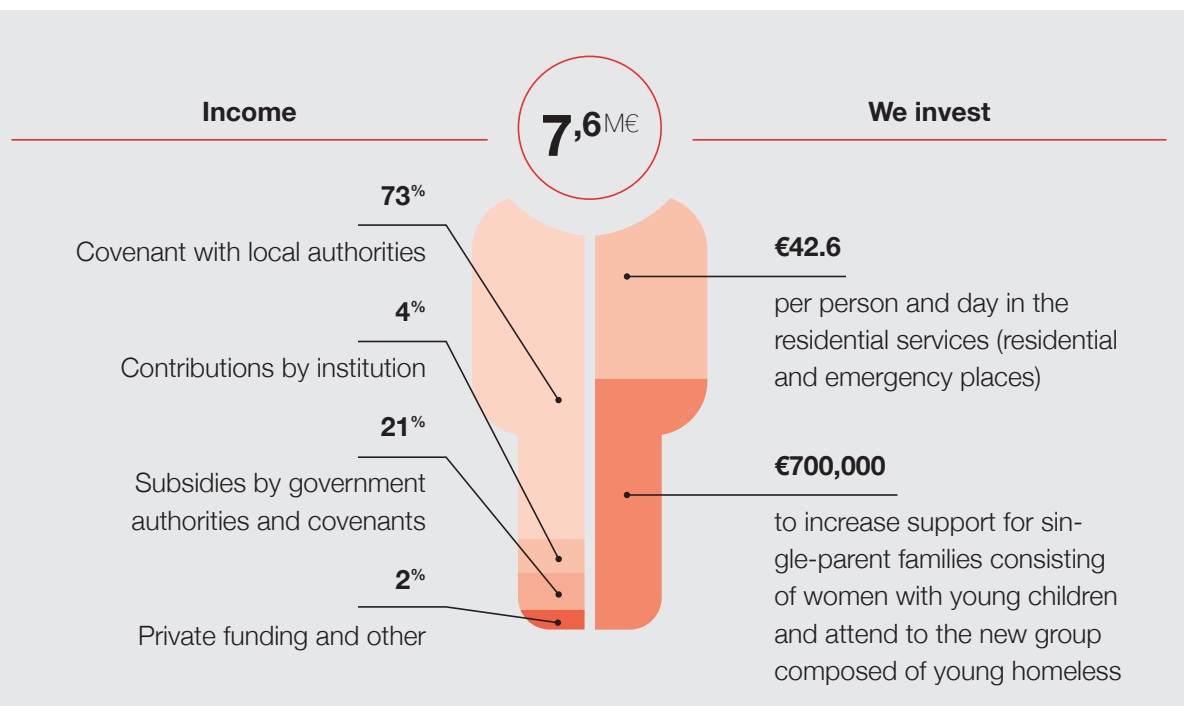
We manage Knowledge

Through different networks of organisations where we share knowledge and develop new projects: Acord Ciutadà de Barcelona, Alianza 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, Housing First Hub, the Platform of Christian Entities with Immigrants, Red Faciam, the Poble-Sec Community Plan, the SJD Mental Health Network, the Board of Third Sector Entities, the Badalona Homeless Board, XAPSL (homeless care network in Barcelona), the Network of Inclusion Dwellings and the Metropolitan Residential Inclusion Network.





Transparency management



- > We manage **7.6 million euros** to care for homeless people.
- > We have increased available income by **17%**.

To achieve

Promote personal and social development opportunities to help people regain control of their lives:

- > Make decisions about their own lives.
- > Have somewhere decent to live.
- > Have their own income.
- > Restore family ties and build a relational network.
- > Have emotional stability, improve self-esteem and motivation.
- > Have a decent job.
- > Have access to treatments to improve their physical and mental health.

“2022 has been a year of intense negotiations with public and private funders of residential centres and housing programmes, opening new resources for new programmes, while fulfilling at all times our quality requirements. We have also aligned with the increased reporting requirements in agreement with the Province of SJD Spain to offer more transparency.”

Francesc Cabezas
Finance and Sustainability Manager



We audit our accounts. We are certified under ISO 9001:2015.

Life stories



Lahcen lived in the street for a few months. When he came to the Hort de la Vila Residential Inclusion Centre, he appreciated having a room of his own and receiving support. He felt at home and accompanied. He has obtained a work permit, he has taken occupational training and currently works as a warehouse operative. Before that, he received a benefit that enabled him to pay off debts and face the future with greater confidence.



Carles is almost 60 years old and lives in a flat run by the Bisbe Carrera Inclusion Programme. He receives a benefit which, together with the dwelling, ensures stability and security, although he admits that the feeling of loneliness is the hardest to bear.



Juana is 57 and has lived in the street for 12 years. Two years ago, she began a new life at the La Llabor Residential Inclusion Centre. Now, she lives in a shared flat in the Malla programme, which gives her both independence and company. Juana is focused on getting a job, a flat of her own and spending time with her daughter.

Together, we offer more opportunities to live with dignity



**Ajuntament
de Barcelona**



Generalitat de Catalunya
**Departament
de Drets Socials**



MINISTERIO
DE DERECHOS SOCIALES
Y AGENDA 2030



**Financiado por
la Unión Europea**
NextGenerationEU



**Plan de Recuperación,
Transformación
y Resiliencia**



**Agència de l'Habitatge
de Catalunya**



GOBIERNO
DE ESPAÑA

MINISTERIO
DE INCLUSIÓN, SEGURIDAD SOCIAL
Y MIGRACIONES

Badalona Town Council, Montcada i Reixac Town Council, Sant Adrià del Besòs Town Council, Santa Coloma de Gramenet Town Council, El Prat de Llobregat Town Council, Alianza Hospes, Metropolitan Area of Barcelona, Arrels Fundació, Assís Centre d'Acol·lida, Associació Cívica La Nau, Asociación San Juan de Dios España, Associació Sant Joan de Déu Catalunya, Bruss'help, Sant Joan de Déu Training Campus, 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

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