



Ayuntamiento de
FUENLABRADA
Área de Derechos de la Ciudadanía
Concejalía de Bienestar Social



FEAD

FUENLABRADA

*Inclusion programme,
Social Services*

HOW WE UNDERSTAND THE FUND FOR EUROPEAN AID TO THE MOST DEPRIVED (FEAD)...

Complementary support to intervention from Social Services, designed to promote people personally and socially

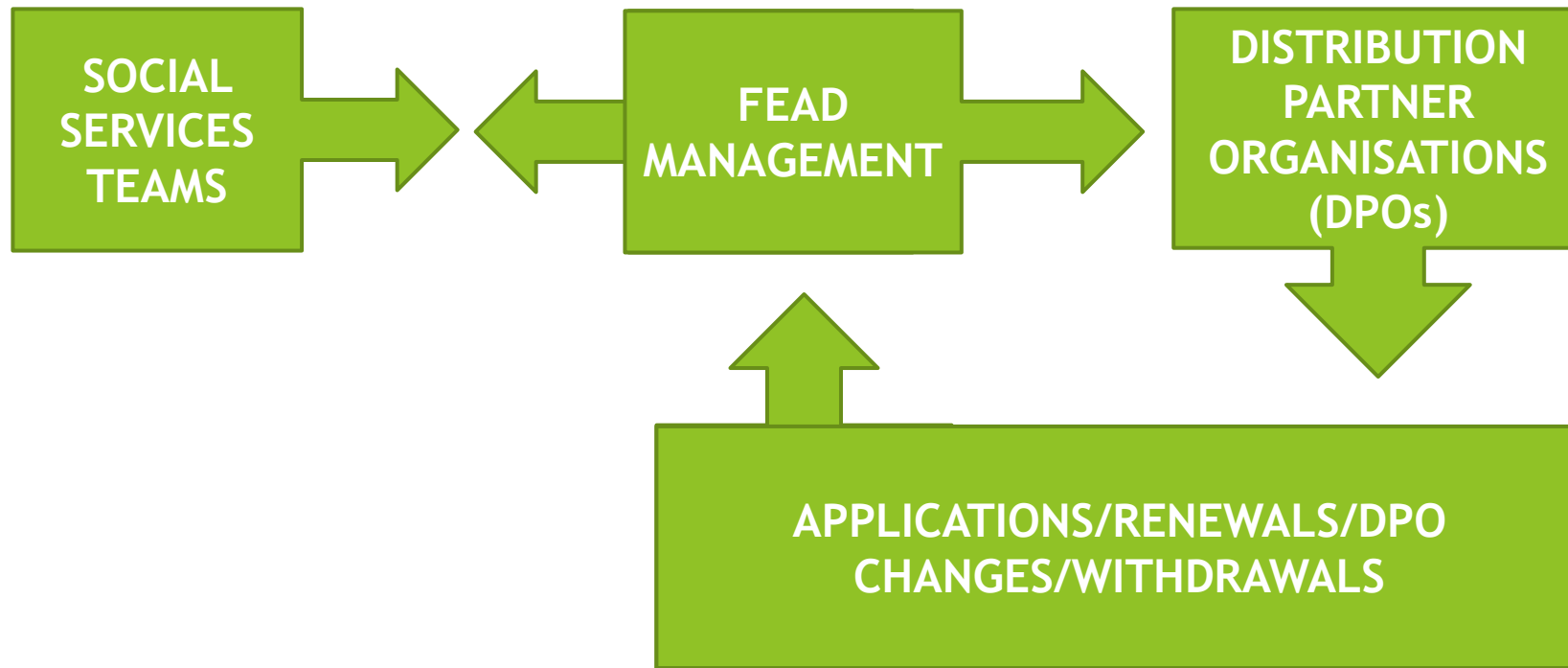
Assumes support for the Social Services delivery system

In Fuenlabrada there are 1448 FEAD recipients.

Social Services have dedicated
€1,488,000.00/year in economic support to these recipients

WE BELIEVE IN PEOPLE AND INCLUSIVE WORK WITH THE NETWORK

FEAD MANAGEMENT



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The FEAD applicants carry out their application within the DPOs who refer them to Social Services

The applications are received and an initial data screening is carried out to divide up the processes among the social services centres, distinguishing if it is an applicant who is coming for the first time or if they already have a file with us.

Once we have obtained the reports with the checks/rejections from the social workers, the users' data is entered into the database.

We add all the FEAD user tracking into the social services application so that the social services teams can see the journey.

All the managed documentation is divided up by the organisations and the applicants can access food distribution.

FEAD ROUNDTABLE



What is it?

- A coordination space with quarterly meetings between social services and the FEAD distribution organisations
- They form part of the committee, 10 distribution organisations.

Benefits of the FEAD Roundtable

- Exchange of views and tracking of the processing.
- Encourages networking, brings together criteria for action.
- Provides solutions and/or alternatives to difficulties.
- Encourages solidarity and cooperation between social services and organisations.
- Solidarity collection campaigns based on their requirements (sanitary products, toys, infant food, etc.)
- Feeling that we belong to a community with shared goals.

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FEAD DATABASE

Benefits of the database

- Control over where the applicant goes throughout their FEAD journey
- Control of the pending checks and/or rejections of each professional.
- Quantifies the demand volume and how many applications each organisation has. Allows for assessment.
- Avoids duplications.
- Allows lists to be issued by organisation that are reviewed for updating
- Individual meetings with each organisation if required to resolve "difficult to resolve applications"

CHALLENGES

Brought about by the pandemic...

- The pandemic requires us to adapt to digital methods:
 1. Meetings
 2. Processing applications in a new format avoiding paper
- Not all our DPOs have the same digital skills and resources, a vital tool today to manage a common methodology.
- Difficulties with data protection when it comes to sharing information digitally.
- With the pandemic, demand and application resolution times increase.

Specific to management...

- Compatibility of FEAD's caring nature with the professional intervention methodology, based on promoting individuals and families.
- Lightens the bureaucratic load, simplifying the management model.

Contacts

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