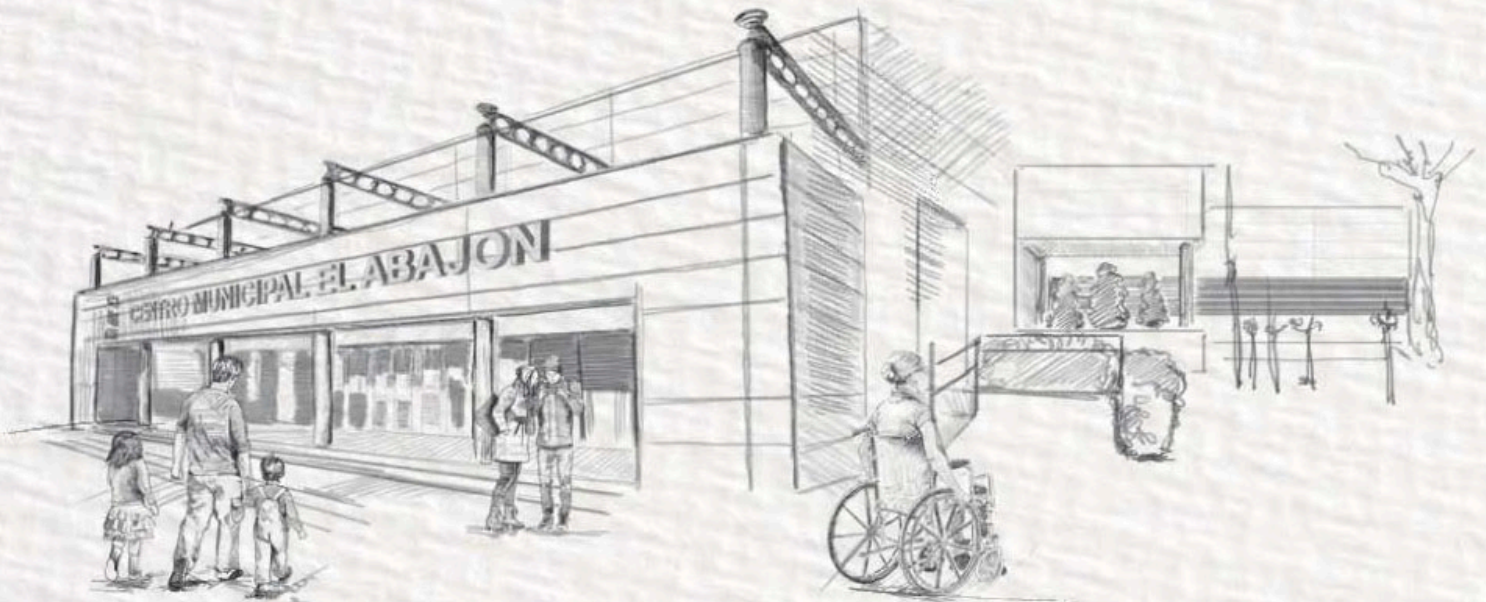


Family and Social Services

Guide

Closer to you



Dear resident,

The Town Council of Las Rozas is firmly committed to offering our citizens Social Services rising to the challenges of personal, family or social issues and to the needs of citizens, ensuring the right of people to live in a dignified way at all stages of their lives.

This guide is a presentation of the main programmes, services and human and material resources reflecting this commitment of the society of Las Rozas, seeking increasingly complete and efficient social services. Services to bolster our cohesion and social welfare, working to make sure that no-one is left behind, securing the foundations of opportunities for all.

We believe this guide is a further step to facilitate access to this primary and closer level of assistance, accompaniment, and guidance on the public and private resources you can access. And to reach out to those who are unaware of available resources to improve their quality of life and that of their families, should they need them.

José de la Uz

Mayor of Las Rozas

Primary Social Care

Municipal Social Services are the first level of assistance for **information, assessment and guidance** on the public and private social resources that may be available to you, depending on your personal, family or social situation, through a case social worker.

With these services, you can receive **support and social accompaniment** thanks to a personal intervention programme implementing the available social, educational, and psychological resources.

The Social Work Unit provides **social emergency economic assistance** for the payment of the usual place of residence, food and essential items, alternative accommodation, and a social canteen. Other services include: technical support products, removal of architectural barriers, school meals, payment of nurseries, extension of school hours, as well as the management of the **minimum integration benefit, and non-contributory invalidity and retirement pensions.**

We offer you guidance for processing and assessment procedures for the recognition of a **dependency situation**, to access services like **home care, telephone assistance, day care centres, homes and care benefits in the family setting, service cheques, and personal assistance.**

These services are provided by a multi-disciplinary team comprising: social workers, social educators, psychologists, and an intercultural social mediator.

Further information: atencionsocial@lasrozas.es or 91 757 95 00





Family and Childhood

Services and programmes for families, on the assistance and prevention levels, to act on and counterbalance social disadvantage and risk situations, from a social, psychological, and educational approach.

■ Service of assistance to minors in a social risk or conflict situation

Prevention and/or reduction of risk factors, deficiencies and/or conflict situations, and strengthening of natural protection factors, including positive family cohabitation, fostering the integrated development of the minor and his/her adjustment to the family

and social medium.

A multi-disciplinary team of social workers and social educators runs the service.

■ Psychological assistance service

Psychological guidance and treatment for people and families with difficulties to manage their conflicts. Family therapy for issues relating to violence within families, highly-problematic minors, and actual or threatened physical or emotional violence.

Further Information: atencionsocial@lasrozas.es or 91 757 95 00

■ Family mediation service and legal counselling

Support for the voluntary resolution of family tension or conflicts, with the intervention of a specialised professional assisting the family in dialoguing and reaching consensus agreements.

■ Intervention service for school bullying and organisation of school violence prevention workshops

Direct assistance to minors and families, offering them counselling, help and support. Prevention workshops in classrooms of educational centres.

Further information: acosoescolar@lasrozas.es or 91 637 80 53

■ No school days and summer house

Leisure and free-time activities for minors aged 3 to 14, to support work-family balance on non-school days.

Further information: inscripciones.familia@lasrozas.es or 91 757 95 00

■ 24-hour child health helpline

Information service for families with children under 11, and pregnant or breastfeeding women.

Further Information: sanidad@lasrozas.es or 91 757 95 00

Women and Equality

The Area of Women has the following goals:

Fostering and boosting **equal treatment and opportunities** of women and men, respecting diversity, and avoiding all forms of gender-based discrimination.

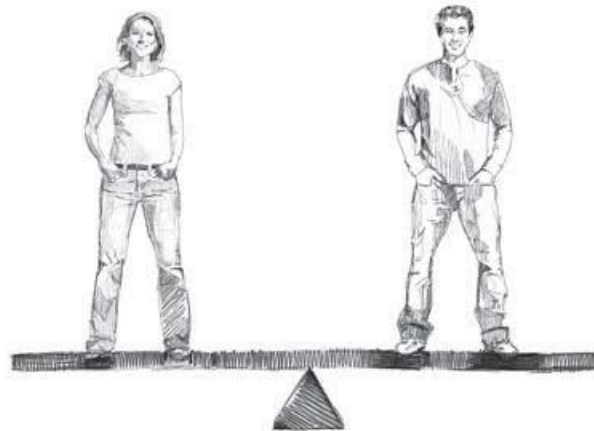
Boosting and supporting **work-life balance**, promoting joint responsibility of men and women in the personal, family, business and educational arenas through quality cohabitation and **time-management** workshops, family workshops, wage gap campaigns, activities in collaboration with education centres...

Fostering social integration and participation of women in the municipality of Las Rozas via the Sectoral Council of Women.

Ending Gender-Based Violence.

Further information: mujer@lasrozas.es or 91 757 95 00

Assistance to victims of gender-based violence



The **Municipal Desk of the Regional Observatory of Gender-Based Violence (PMORVG in Spanish)** is a specialised **integrated assistance service** for women and minors suffering or who have suffered gender-based violence in any of the settings where this violence can happen (abuse in relationships, sexual abuse of children and teenagers, sexual assault, sexual harassment at work, female genital mutilation, women trafficking for sexual exploitation...).

Activities include **awareness actions, education, and prevention of Gender-Based Violence.**

A specialised multi-disciplinary team is available, including an equality agent, a social worker, a lawyer, a social educator, and a clinical psychologist.

Further information: mujer@lasrozas.es or 91 757 95 00

Social Participation

Social programmes and activities for the various collectives of our municipality (the elderly, the disabled, volunteering...).

■ ACTIVE ELDERLY PEOPLE

Courses and workshops, leisure activities, culture and sport, social tourism and meeting space.

Further information: mayor@lasrozas.es or at our centres for the elderly.

■ PEOPLE WITH DISABILITIES

Leisure and free-time activities for people with disabilities: education and autonomy programme for people with disabilities during out-of-school times, leisure excursions on Saturdays, family breaks.

Further information: discapacidad@lasrozas.es, or 91 757 95 00, or see the "Resources guide for people with disabilities" (www.lasrozas.es).

■ VOLUNTEERING

Information Desk for Volunteering in Las Rozas

A specialised information and counselling service for people wanting to volunteer for social organisations or entities of the town.

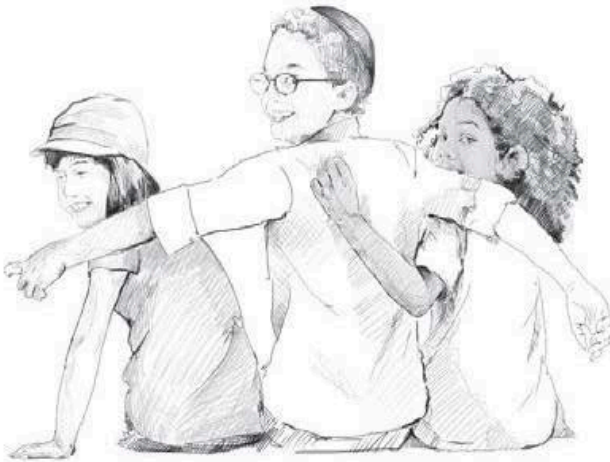
Further information: voluntariado@lasrozas.es or 91 757 95 00

■ SOCIAL ASSOCIATIONS AND LOCAL ENTITIES

A meeting point for entities and associations fostering activities with various collectives (the elderly, the disabled, women...) including participation councils, among other methods.



Cohabitation and Integration



This programme sets out to complete a series of actions and activities, with the goal of improving communication, relationships and integration among people or collectives living together in our municipality.

- Activities fostering tolerance, respect for diversity and awareness of collectives.
- Resolution of conflicts with formulas enabling dialogue between the parties through mediation.
- Other actions facilitating the **Integration** of foreign collectives:
 - **General guidance** on Immigration: regularisation processes, permit renewals, application for nationality, residence permits, other procedures.
 - Length of residence reports, housing suitability or family reunification reports...
 - Guidance, accompaniment, and follow-up of families involved in a **family reunification** process, before and after it takes place.



- **Voluntary return.**
Counselling throughout the entire migration process on an individual, family and employment level.
- **Training for employment** courses.

Further information: convivencia@lasrozas.es or 91 757 95 00

Las Rozas Social Services



Department of Family, Social Services and Health

Councillor of Family, Social Services and Health:

Paula Gómez-Angulo Amorós

paula.gomezangulo@lasrozas.es

Las Matas Civic Centre

Pº de los Alemanes, 31 – Las Matas

Opening times: Monday to Friday, from 8 am to 9 pm

Tel.: 91 757 97 62

“El Abajón” Municipal Centre

C/ Comunidad de La Rioja, 2

Opening times: Monday to Friday, from 8 am to 9 pm

Tel.: 91 757 95 00

Las Matas Centre for the Elderly

Pº de los Alemanes, 31 – Las Matas

Opening times: Monday to Friday, from 8 am to 8 pm

(Saturdays and Sundays, from 10 am to 8.30 pm)

Tel.: 91 757 97 69

“El Baile” Centre for the Elderly

C/ Real, 18

Opening times: Monday to Friday, from 8 am to 8 pm

(Saturdays and Sundays, from 1 pm to 8.30 pm)

Tel.: 91 757 97 81

“La Cabaña” Municipal Centre

C/ Jabonería, 7

By appointment

Tel.: 91 757 95 29

Social Participation Centre

C/ Rosa Chacel, 1

Opening times: Monday to Friday, from 8 am to 9.30 pm

Tel.: 91 757 99 73

Further information: familiayserviciosociales@lasrozas.es or see: www.lasrozas.es