

Title: 50 characters including spaces	Information, Advice and Accompaniment Service (SIAA)
Body Text: 1500 characters including spaces	The Information, Advice and Accompaniment Service (SIAA) for non-EU women in a situation of vulnerability is carried out under the ownership of the Department of Social Services and Cooperation through the Directorate General of Planning and Social Services, at first and then by the Department of Social Affairs and Sports through the Directorate General of Social Services, both belonging to the Government of the Balearic Islands. This action is co-financed by the European Social Fund (Operational Programme of the Balearic Islands 2014-2020). This service is presented with the aim of providing information, advice and accompaniment to non-EU women who are recipients of the RESOGA (Guaranteed Social Income) in the first instance and later, to all those women of non-EU origin in a situation of vulnerability. At the same time, it also facilitates their link with personal attention services, especially community social services, to avoid situations of isolation and neglect of basic social needs. Its general objectives are: 1. To guarantee and facilitate access to public services, especially to the public social services system. 2. To promote integration through information, assessment, advice, referral and accompaniment. 3. To facilitate social integration.

Annex - table

Country:	Spain
Project name:	Information, Advice and Accompaniment Service (SIAA)
Area of activity: (choose one or several)	Career guidance/ Gender equality and work/life balance Giving everyone a chance Combating marginalisation / Integration of marginalised communities (Roma, migrants)

	Inclusive Approaches/ Better Access to Social Services, Homelessness and Exclusion from Housing, De-Institutionalisation, Child Poverty
Key words:	Equity, equality, service, assistance, support, social and labour integration.
Project duration: (month) yyyy – (month) yyyy	(January) 2019 – (March) 2021 ¹
ESF contribution:	75.507,335 EUR.
Total budget:	151.014,67 EUR.
Number of participants:	In the year 2019 they have carried out a total of 34 interventions.
Quotes: (e.g. personal experiences by persons / beneficiaries)	
Organisation:	Department of Social Affairs and Sports of the Government of the Balearic Islands. http://www.caib.es/govern/organigrama/area.do?coduo=3349&lang=ca
Contact details: Name of contact person Email address Telephone number Organisation website Social media accounts Links to publications or videos	Joan Miró Cordón 971 177 200 - ext. 69049

Metadata

Description: 200 characters including spaces – <i>should mention</i>	Information, Advice and Accompaniment Service (SIAA) of the Autonomous Community of the Balearic Islands of Spain
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¹ A maximum extension of two years is possible.

<i>the country</i>	
Latitude	N39°11'22.88"
Longitude	E2°31'16.9"
Keywords: <i>Between 3-4 taking into account geography (by country), theme and target group</i>	Equity, equality, service, assistance, support, social and labour integration.

JUSTIFICATION FOR CRITERIA TO BE CONSIDERED AS GOOD PRACTICE

1. The action has been adequately disseminated among the beneficiaries, potential beneficiaries and the general public.

In order to find out whether the Information, Advice and Accompaniment Service (hereinafter SIAA) has followed the compulsory dissemination measures, both in the tendering phase and in the implementation and development of this action, the Communication Strategy of the ERDF/ESF OP 2014-2020 of the Balearic Islands and the Practical Manual of Information and Publicity of the ERDF/ESF OP 2014-2020 of the Balearic Islands, drawn up by the Government of the Balearic Islands, have been taken into account.

During the tendering and contracting phase of the service.

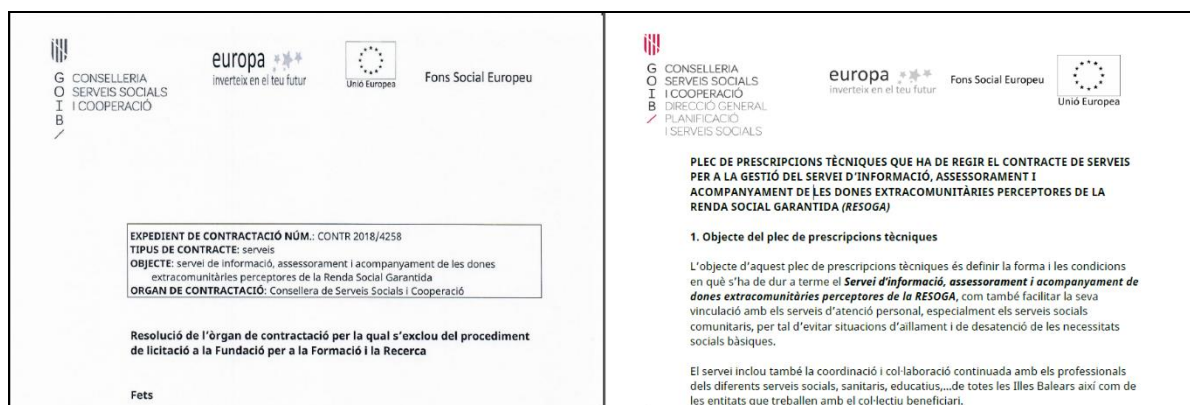
Measure 2.1.3 of the above-mentioned Communication Strategy states that all administrative documentation (invitations to tender, administrative specifications and technical specifications, among others) relating to the implementation of actions co-financed by the ERDF or the ESF must adequately reflect existing co-financing by either of the two Structural Funds.

The requirements established in the strategy have been fulfilled within the SIAA tendering and contracting phase, showing the existing obligations in terms of communication both in the specifications and in the rest of the documents presented by the Autonomous Community of the Balearic Islands (CAIB, hereinafter), published both on the public sector contracting platform² and in the contractor's profile.

² Website of the Public Sector Recruitment Platform: <https://contrataciondelestado.es>

All the documentation published during the period of the contracting and tendering phase shows the co-financing of this action by the ESF through the EU emblem, the reference to the Fund and the established slogan.

Illustration 1: Examples of compliance with communication and publicity measures for the tendering of the performance.



Furthermore, the entity awarded the contract has been correctly informed about the co-financing of this action by the ESF, within the framework of the Operational Programme of the Balearic Islands. The Technical Specifications specify the obligations acquired in terms of communication and publicity, making special mention of the obligation to include, as can be seen on page 4, the image of the ESF identification elements in all graphic material.

“Incloure a tot el material gràfic la imatge corporativa de la Conselleria de Serveis Socials i Cooperació, així com la imatge dels elements identificatius del FSE”

Execution phase of the Information, Advice and Accompaniment Service (SIAA).

All the informative materials elaborated, as well as the monitoring of the project, make reference to the co-financing by the Operational Programme of the ESF of the Balearic Islands.

- Informative material on the service: an information leaflet on the service on offer, both in Spanish and Catalan.

Illustration 2: Leaflet on the SIAA.



- Quarterly reports.

Illustration 3: Quarterly reports of SIAA by Estudio 6.



They show the evolution of the activity, its development and the assessment of the impact of the programme itself. The typology of the woman benefiting from the service, the results obtained previously in the different actions carried out and the care offered by the SIAA according to the typology of demand/need presented by the participants are made visible.

- Elaboration of informative materials, some directed to the professionals of the entities susceptible of derivation of the beneficiaries of the service and others oriented to the citizenship in general, and in particular to the women possible users of the same one. Both documents present information very similar to that already shown in the leaflets.

Illustration 4: Information material aimed at potential beneficiaries and professionals.

Usuaris	Entidades
SIAA Servicio de Información Asesoramiento y Acompañamiento ¿Qué es el SIAA? El SIAA, es un Servicio de Información, Asesoramiento y Acompañamiento para prestar apoyo a las mujeres extracomunitarias. ¿Quién puede participar? Cualquier mujer de origen extracomunitario que se encuentre en situación de precariedad económica y vulnerabilidad social, y resida en las Islas Baleares. ¿Qué ofrece? Una relación de ayuda, confianza y apoyo para garantizar los derechos sociales mediante: Información, orientación y asesoramiento Acompañamiento en procesos de autonomía personal Talleres grupales Ubicación Carrer Guillem Massot, 54 07003 - Palma Horario Lunes a viernes 8:00h - 14:00h Flexibilidad en horario de tarde. Puedes acudir directamente o solicitar cita. Contacto Teléfonos 672.754.267 - 672.757.806 siao@estudio6.com Gestorado por: Estudio 6 CONSELLERIA D'AFERS SOCIALS I ESPORTS europa inverteix en el teu futur Fons Social Europeu	SIAA Servicio de Información Asesoramiento y Acompañamiento ¿Qué ofrece? Es un servicio que ofrece dar respuesta a las necesidades de las mujeres extracomunitarias que presenten una situación de precariedad económica y posible aislamiento social. OBJETIVO: Reducir el riesgo de exclusión social del colectivo de mujeres extracomunitarias en situación de vulnerabilidad económica y social facilitando su vinculación con los servicios públicos y el entorno social. Metodología Facilitando la información, asesoramiento y acompañamiento, se trabaja el empoderamiento y la integración social del colectivo de mujeres extracomunitarias. El servicio se desarrolla desde la perspectiva de género, intercultural y comunitaria. Incluye intervenciones individuales y grupales en el entorno de las mujeres usuarias del servicio (domicilio, servicios sociales, centros de salud, centros educativos, etc.). Fomenta el trabajo en red mediante las actuaciones siguientes: valoración, derivación y coordinación con el resto de servicios públicos y entidades de diferentes ámbitos. Establece estrategias de colaboración con servicios sociales que facilitan la elaboración y la aplicación del programa individualizado de atención y actividades de las usuarias, y los consolida como los servicios normalizados y de referencia del colectivo. Ámbito de actuación El ámbito de intervención del servicio es en las Islas Baleares, ofreciendo atención itinerante entre las diferentes islas y municipios. Ubicación Carrer Guillem Massot, 54 07003 - Palma Horario Lunes a viernes 8:00h - 14:00h Flexibilitat en el horari de tarda. Contacto Teléfonos 672.754.267 Ext. 2011 672.757.806 Ext. 2012 678051568 Ext. 7067 siao@estudio6.com Gestorado por: Estudio 6 CONSELLERIA D'AFERS SOCIALS I ESPORTS europa inverteix en el teu futur Fons Social Europeu

- Posters in the headquarters of the company that manages the service.

Illustration 5: Dissemination of SIAA at the headquarters of Estudi 6 Gestió Socioeducativa, S.L.



- Celebration of different dissemination and information events:

To date, the following information roundtables have been set up with professionals from the different resources, social entities, regions and administrations of the islands of Mallorca, Menorca and Ibiza and with the different services that can refer users to the SIAA service, such as municipal social service centres, hospitals and health centres, third sector entities, etc.:

Table 1: Information desks on the different islands.

	MALLORCA	MENORCA	IBIZA Y FORMENTERA	TOTAL
Nº of meetings	48	1	2	51
Nº of attendees	95	18	25	138

Through these informative roundtables, a large number of professionals from different fields of action have been reached, belonging to the different entities susceptible to referral and from the different Islands. All of them have been informed about the functioning of the SIAA and the objectives intended to be achieved within the framework of the same, as well as the necessary dissemination tasks to be carried out in order to reach a greater percentage of women who are in a situation of vulnerability.

All the information has been shown through a PowerPoint presentation which, in addition to publicizing the service, shows the co-financing by the ESF in the development of this activity, as can be seen in the following illustration.

Illustration 6: Cover of the Powerpoint shown at the SIAA training meetings.



In view of the above, this action presents an appropriate dissemination strategy that complies with the Fund's communication requirements, based on: information tables with professionals, resources and entities; group information sessions with participants; individual information sessions; paper posters for entities and users; information leaflets; dissemination of the service via e-mail and dissemination in the SRs of the entities with which they are coordinated.

2. The action incorporates innovative elements.

The SIAA is presented as a system of individual and multidisciplinary accompaniment in which, at first, the needs of the potential beneficiaries of the service are identified in order to provide them with the relevant solutions through their links with other personal care services (social and regional entities, administrations of the islands of Mallorca, Menorca and Ibiza and other services that may be referred to them) within the Balearic Islands. They work mainly with the local entities of the area, the Island Councils and those private entities of the third sector that also attend to people of foreign origin, mainly from outside the EU.

This is an own and personalized service, designed for each beneficiary woman, within the framework of a modernization process linked to other personal care services, especially community social services, through which it is intended to avoid possible situations of social exclusion of this group of vulnerable people, ensuring attention to their basic social needs.

Thus, the principles for which this action is considered innovative are the following: The integral and personalised intervention capable of identifying the needs of each person benefiting from the service; the connection with other personal care services, mainly public services that depend on the Social Services; the capacity to help and give a specific and personalised response to the demands presented by each person benefiting from this service; the carrying out of a social diagnosis with the data offered by the beneficiaries, from which an individualised action and follow-up plan is designed to inform, guide, advise, derive and accompany the users towards the different organisations or entities indicated; the

ongoing evaluation and the final continuous assessment of the intervention process by an interdisciplinary team, formulating recommendations that allow improvements to be introduced and the extension of the people receiving the service in order to reach a greater number and thus generate a greater positive impact on the group of non-EU women in a situation of vulnerability.

At the same time, it is important to emphasize the involvement of private and public organizations for the development of this action, as well as the good reception by citizens.

3. Adequacy of the results obtained to the objectives set.

Taking into account the number of non-EU women who have participated during the 2019 annual period, it can be said that the objectives set for this period by the SIAA have been achieved.

This service has made it possible to highlight the vulnerability of non-EU women who receive some form of social income or are in the process of receiving it (not only the Guaranteed Social Income, hereinafter RESOGA) and to achieve the effectiveness of the programme in terms of the real integration of users within the standardised care circuit of the public social services system.

In order to reach a greater number of women and for the impact of the service to be greater and, therefore, to provide support and a response to the needs and demands of non-EU immigrants resident in the Balearic Islands at risk of social exclusion, in the last quarter of the 2019 annual period it was decided to make a change and expand the universe of possible beneficiaries of the service to also include all those women of non-EU origin at risk of social exclusion, regardless of whether or not they were recipients of a minimum income. Therefore, the requirements for considering these women as possible beneficiaries of the SIAA were reduced, expanding the universe of recipients of this action, which meant an increase in its impact.

As an added value to the increase in the universe of possible recipients of the service, it should be noted that 73.9% of the total number of women contacted by telephone through the list offered decided to participate in the programme. Out of which, those who contacted the service directly, or those who came from referrals, in a 100% of the cases accepted to participate and be part of the program.

Taking into account the results obtained in the diagnosis of the 2019 annuity, it can be determined that this service has helped, accompanied, advised and informed the vast majority of women who decided to participate in the information sessions once contacted and, out of these, 100% of those who decided to participate in SIAA have been attended, giving visibility to the need for this instrument to favour the integration of the users.

Table 2: Monitoring the SIAA programme in 2019 data.

	Data on participants				
	1 quarter	2 quarter	3 quarter	4 quarter	Total
Persons eligible to receive the service	480	485	498	504	1.967
Of which you have contact details	275	273	276	392	1.216
	57,3%	56,3%	55,4%	77,8%	61,8%
Information sessions	31	4	2	9	46
	11,3%	1,5%	0,7%	2,3%	3,8%
They agree to participate in the service	19	4	2	9	34
	61,3%	100,0%	100,0%	100,0%	73,9%

4. Contribution to the resolution of a problem or weakness detected in the territorial scope of implementation.

The foreign population in the Balearic Islands is growing annually, increasing in recent years by almost 16%, with values higher than those that existed before the crisis in 2008. This increase is more visible in the case of the population with non-EU nationality, rising from 92,196 people in 2015 to 109,891 in 2019, according to the provisional data as of the 1st of January 2019 reported by the National Statistics Institute (INE), representing a growth of 19%. If we differentiate by sex, the increase has been greater among women than among men (20.8% and 17.7%, respectively). All of this contextualisation showed that there was a greater number of women with non-Community nationality living in Illes Balears, mainly from South America (42.3%) and Africa (28.2%). Of the 34 women who were the final beneficiaries of the action in the year 2019, 46.8% were of African origin, 37.5% were from South America and 15.6% were from Eastern Europe.

Of the total number of foreign women, those who have nationalities different from those of the European Union mainly, present a double discrimination: first for being women and second for being born in a country outside Europe. Therefore, it is necessary to pay attention to this group that is increasing every year and that can be the object of negative prejudices that affect their vulnerability and therefore their social exclusion.

In order to face this social challenge and achieve equality in access to benefits and/or assistance and their integration, public intervention is necessary to reduce social exclusion and the vulnerability of these people, which affect different areas of their lives. That is why the SIAA presents an integrative approach with which, through the social diagnosis that is made of each beneficiary, to know what their needs are and meet their demands, intervening in very different areas of work that have a direct impact on women themselves and their environment. In this way, a beneficiary woman can present more than one demand for help and at the same time, the diagnosis can detect needs in several areas, being those that accumulate the highest number of demands/needs those that have to do with Social Services Centres (CMSS), followed by basic needs (food, energy social bonds, laundry service, etc.), and those that have to do with the labour market. Bearing all this in mind, this care can be provided in three different types of intervention: advice and information, guidance and referral and, finally, accompaniment and supervision, achieving this integrity in the provision of the service.

5. High degree of coverage of the target population.

The SIAA covers the needs of non-EU women living on the Balearic Islands, making it a very valuable programme with which to guide, inform, help and accompany these people and try to reduce their vulnerability by promoting their integration into society.

In order to know the degree of coverage of the SIAA, two measurements must be taken into account. The first of these has to do with the quantitative data which, taking into account all that has been said above, show very satisfactory results during the 2019 annual period, but not only because, thanks to the dissemination of word of mouth by the women users of the service themselves and through referrals from other entities, the coverage of the service has expanded considerably. Thus, as of 20 May 2020, there were 106 active cases involving women with different needs and demands.

All of the above cannot be understood without taking into account the second of the measurements, that which highlights the importance and added value of this service, which has to do with the characteristics of the group of non-EU women. The latter is so important that, taking into account the population for which this service is intended, there has been a change in the potential users and the target audience of this service has been expanded, increasing its positive impact.

Moreover, this service covers the whole territory of the Balearic Islands in order to reach the largest number of women possible beneficiaries, although the territoriality of this Autonomous Community and its population distribution means that most of the resources are allocated to the island of Mallorca.

At the same time, it is necessary to highlight the high degree of adaptation of the service to the demands and needs registered and its capacity to promote the integration of these women, as well as to guarantee the access to other complementary public services that can contribute to solve their requests or demands.

6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.

The general objectives of the SIAA are to guarantee the social integration of women with non-EU nationality through access to public services, especially to the public system of Social Services of the Balearic Islands. Therefore, it is an action that is fully focused on equal opportunities and non-discrimination mainly of these women who are potentially more susceptible to suffer vulnerability and social exclusion.

This service seeks to provide coverage to a population at risk of social exclusion, ensuring that all recipients can access the public social services system under equal conditions and that there is no discrimination by sex, ethnicity, age, sexual orientation, family situation, religion, language, ideology, etc.

As determined in article 25 of the United Nations Universal Declaration of Human Rights of 1948, it is proclaimed that: "Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services. The Social Services Act of 11th June, Act

4/2009, of the Balearic Islands was born from this idea, redefining the principles of universality and equality with which to guarantee a minimum level of homogeneous benefits to all people in the territory of the autonomous community, regardless of the municipality or island where they live. For this reason, this service is provided throughout the Balearic Islands, regardless of the island area where you live, in such a way that it guarantees that any non-EU woman who needs it can access these benefits offered by the SIAA.

Furthermore, the Government of the Balearic Islands has created an Advisory Council on Corporate Social Responsibility (CSR, hereinafter) as a consultative and advisory body through which to "promote and encourage participation, collaboration and coordination between organisations and associations in the corporate social responsibility sector, trade union agents, companies and the public administration of the Balearic Islands³. Through the CSR, it aims to give voice, and therefore visibility, to the implementation of various agents, both public and private, in the development of the different actions. For this reason, the SIAA responds perfectly to the criteria established by the CSR, since, in order to be carried out, it is necessary to coordinate with other entities to be able to provide solutions to the needs presented by the women who benefit from this service.

7. Synergies with other policies or instruments of public intervention.

The co-financing of this service through the Balearic Islands' ESF PO 2014-2020 is part of its inclusion in the Balearic Islands' Basic Portfolio of Social Services, in which, based on cooperation, coordination and collaboration between the different services linked to social services, it is possible to provide a solution to different situations that affect the beneficiaries of any of them.

This action is framed legislatively at a regional level within the framework represented by Law 4/2009, of 11 June, on the Social Services of the Balearic Islands, which aims to configure a system of social services that responds to the needs of people, enhancing their autonomy and quality of life. Thus, this action is understood by virtue of the exclusive competence of the Autonomous Community of the Balearic Islands in the area of social and economic integration of immigrants, under the protection of articles 30.49 and 58.1 of the Statute of Autonomy of the Balearic Islands, which is the legislative framework instrument that determines the competence of the region to produce public intervention in the framework of social services, within which this action is situated.

In turn, the SIAA is part of the Pact for Social Inclusion of the Balearic Islands, which states the need to reduce income inequalities and guarantee the social rights of all the population resident in the archipelago, in order to achieve equity and equal opportunities in all areas: employment, training, access to social services, etc. The final objective of this pact is to influence future policies within the Balearic territory with which to end up building a more inclusive society, strengthening the social actions of third sector entities.

³ http://www.caib.es/sites/rsc/es/detall_de_largan/#a