



# Atlantic Social Lab

Cooperation for the promotion of Social Innovation

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## ATLANTIC SOCIAL LAB STUDY VISIT REPORT - STUDY VISITS HELD IN AVILÉS

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The project Atlantic Social Lab is co-financed by the European Regional Development Fund (ERDF) through the INTERREG Atlantic Area Cooperation Program (EAPA\_246 / 2016).



<b>A. GENERAL INFORMATION</b>	
<b>Date</b>	12 – 09 – 2019
<b>Location:</b>	Avilés
<b>Name</b>	Social Innovation (Community of People) Homeless Shelter
<b>Legal Status</b>	Non-Profit Organisation
<b>Contact Details</b>	Responsible: Grupo 5 – Social Inclusion Department of Avilés Municipality Email: contacto@grupo5.net Phone no.: +34 985 526 160 Website: <a href="https://www.grupo5.net/centros/centro-de-atencion-a-personas-sin-hogar-de-aviles">https://www.grupo5.net/centros/centro-de-atencion-a-personas-sin-hogar-de-aviles</a>

<b>B. SHORT DESCRIPTION</b>	
<b>Objectives</b> <i>(identify the main goals of the project and target groups addressed)</i>	The Homeless Shelter <sup>1</sup> is a resource that helps to transform the circumstances of the residents in the Asturias Region who have faced barriers in their lives. These installations are owned by the Avilés Municipality and operated and managed by Grupo 5 and works directly with the residents of the region to create new approaches in addressing the most fundamental needs of the homeless population. Among other activities and resources, they try to provide shelter to as many individuals as possible.
<b>Methodology</b> <i>(identify the methodological principles, mode of operation and level of intervention)</i>	<p>The Homeless Shelter aims to help all the population that needs support to “quiet the streets” to start a new and inclusive social life among the rest of society. In other words, the shelter works directly with people that are already suffering from social exclusion. Their methodology of action is based on the direct action and support for people at risk (homeless people), providing housing, training and helping them to find jobs and personal and professional stability so that they can later "abandon" the shelter “for good” and live on their own.</p> <p>The homeless care centre of the Avilés City Council, managed by Group 5, develops a combined program of activities, which includes a comprehensive intervention model, which give a comprehensive response to the needs of accommodation, maintenance, information and guidance, as well as to development of social skills and support for the personal restructuring of the homeless. In short, in addition to the Shelter's provision of services and facilities, there is also a methodology for the active participation of homeless individuals in the centre's daily activities. There is a concern on the part of the centre staff that its users have a notion of responsibility towards the space that they use, so users actively participate in the maintenance and cleaning activities of the centre.</p> <p>The goal is to instil in the homeless people notions of belonging and responsibility that had disappeared throughout their lives as homeless, in that way, they will be able to regain soft skills important for their future. In the methodology of action of the Shelter, it should also be noted that the Shelter first gives shelter and provides the facilities to its users and only later make a psycho-social intervention to the individual in order to help them with their problems and the reasons that made them "homeless".</p>

<sup>1</sup> Cf. Photograph 1 Entrance of the Avilés Homeless Shelter

### C. MAIN FINDINGS

<p><b>Social Needs</b> <i>(identify the social needs the organisation intends to fill)</i></p>	<p>In terms of the objectives and mission that guide the Shelter<sup>2</sup>, this non-for-profit organisation intends to meet and fulfil the following social needs:</p> <ul style="list-style-type: none"> <li>• Need to provide a right and just support to homeless individuals;</li> <li>• Need to give shelter and decent living conditions to homeless people;</li> <li>• Need to value homeless people in society;</li> <li>• Need to reintegrate homeless individuals into society;</li> <li>• Need to create a sense of belonging to the homeless people towards the city and its inhabitants;</li> </ul> <p>Based on a methodology of proximity and direct support to the homeless people of the Asturias Region, the Shelter aims to promote a society with fewer homeless people. In addition to this goal and more general need, the Shelter wants to achieve the inclusion, socialization and integration of the individuals at risk in society, the ultimate objective being to help them to find personal and professional stability so that they can later "abandon" the Shelter and live on their own.</p>
<p><b>Social Innovative Practices</b> <i>(identify the main social innovative practices developed and the extent to which the work developed responds to those needs)</i></p>	<p>The Shelter's social innovation practices have to be seen as a whole, so you will need to understand how this organization works. Thus, the integral management of the homeless care centre includes the following services:</p> <ul style="list-style-type: none"> <li>• Information, advice, assessment and guidance to homeless people, as well as the realization of psychological and social procedures necessary for the user in order to support personal and social structuring;</li> <li>• Assessment and diagnostic service. All the benefits of the centre are based on individualized care plans which are initiated through integral and integrative processes that facilitate and help with social incorporation;</li> <li>• Daily and wellness services, such as, accommodation; maintenance; day centre; personal grooming; and closet and storage.</li> </ul> <p>In this project that aims to solve this emergent social problem, there is a deep integration and socialization that goes beyond the simple "accommodation" of homeless people. When a homeless person is referred to the Shelter services it is about much more than merely providing accommodation. It is about restoring a homeless person's self-belief, encouraging potential, rebuilding old skills<sup>3</sup>, developing new ones and repairing torn relationships. Briefly, the whole Shelter initiative is embedded and rooted in a web of socialisation, inclusion, integration,</p>

<sup>2</sup> Photograph 2 - Homeless Shelter Day Care Living Room.

<sup>3</sup> Photograph 3 - Handwork Workshop Facilities

	training and formation of people who are or may find themselves in homeless situations.
<b>Collaboration and Networks</b> ( <i>identify the main connections of the organisation</i> )	Its collaborative network has as agents, the Avilés Municipality, Social Enterprises, Private Companies; Grupo 5; Local Residents; and Local Communities.

<b>D. MAIN CONSTRAINTS TO SUCCESS</b>	
<b>Challenges and Barriers</b> ( <i>identify the main problems that the organisation faces: financial resources, human resources, networks, innovative environment...</i> )	<p>There are three barriers and difficulties<sup>4</sup> pointed out that limit the functioning and response given to homeless people in need:</p> <ul style="list-style-type: none"> <li>• There is a high dependence on national and regional funds.</li> <li>• Homeless people who need to sleep can only stay a maximum of three days in a row;</li> <li>• There is a lot of demand for help, and the Shelter resources and facilities are unable to meet the demand level;</li> <li>• There is no Health Care Support service at the Centre.</li> </ul>

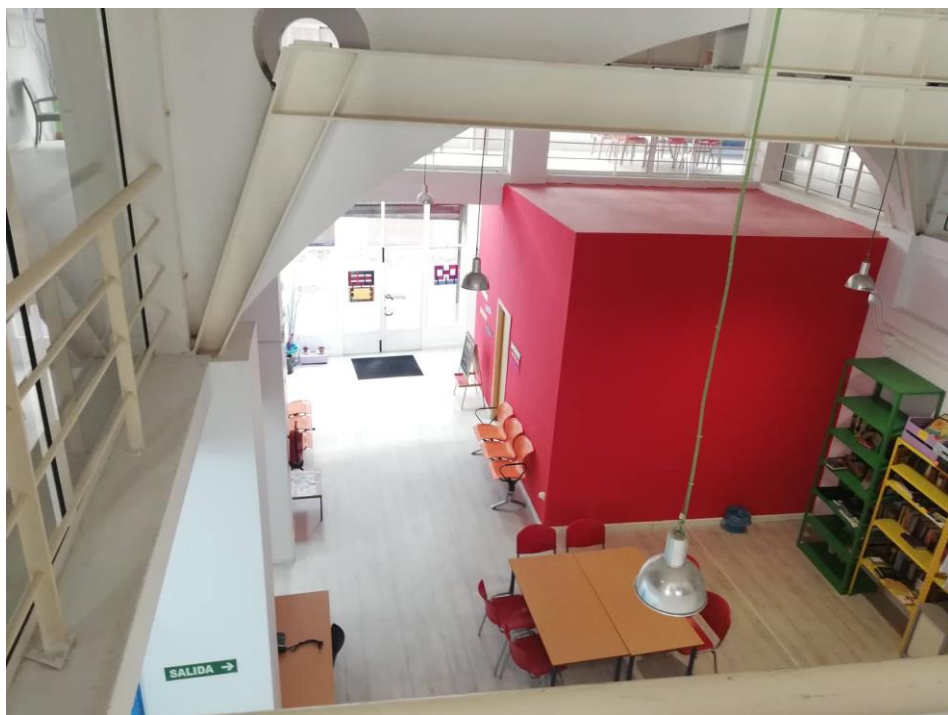
<b>E. CONCLUSIONS</b>	
<b>Key Concluding Lines</b>	In conclusion, there is an active concern of the Avilés Shelter in working with homelessness in the region, more specifically the homeless people who have problems of integration and socialization in society and the communities around them. They provide a "roof" for people who are homeless or at risk of becoming homeless. They also provide other services such as maintenance, day centre, personal grooming and closet/storage. During their stay in the Centre, their users are "framed" in the daily activities of the Centre and also in ludic activities among them to help the improvement of soft and hard skills and competencies raising their chances of being reintegrated into the society. The Shelters ultimate goal is helping homeless people to have a decent life and, therefore, personal and professional stability so that they can later be again re-integrated in society.
<b>Other information considered relevant</b>	<p>There is other relevant information concerning the Avilés Municipality welfare activities and resources that should be mentioned:</p> <ul style="list-style-type: none"> <li>• The procurement process of this Service in the Municipality has included Social Clauses (Avilés Municipality Pilot Action).</li> <li>• Aviles Municipality has developed other programs to homeless people in the city. "Housing First" program is a very innovative programme. The providing of house to homeless is the first step in the intervention with them;</li> <li>• The Municipality also have a program called "A pie de calle" with the aim of trying to identify homeless people in the streets. It is a soft intervention programme. Its main objective is to create the storybook of the people living in the street;</li> </ul>

<sup>4</sup> Photograph 4 - Shelter employee explaining how the Centre works.

## Study Visit Photos



*Figure 1 - Entrance of the Avilés Homeless Shelter*



*Figure 2 - Homeless Shelter Day Care Living Room*



*Figure 3 - Handwork Workshop Facilities*



*Figure 4 - Shelter employee explaining how the Centre works*

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**Review:** Hugo Pinto and Atlantic Social Lab Partners