

Social services and children at risk of exclusion

In Galicia and Spain we can talk when we speak of mild cases, there is a protocol to be applied between the different professions that collaborate at the municipal level (Social services, teachers, medical services, and in more extreme cases, the police) mild cases, in serious cases other actors such as General Directorate for Family and Inclusion are also involved

When the social services detect a family at risk of exclusion. A risk situation is considered to be the one that occurs in fact when the minor, without being deprived in his family environment of the necessary assistance, is affected by any circumstance that damages his personal, family, social or educational development and that reasonably allows us to fear that in the future it may be in a situation social exclusion. Social Services, schools and health centers situations of lack of protection with children can be detected, whose bypass channel will be oriented as follow. In cases of mild or moderate lack of protection, the reference professional in the health center or school will inform the family about the detected situation, and to the Social Services of the locality. They have a protocol and they know how to proceed with the minor. in the case of the lack of protection that affects a child, there may be connection points in both directions, in this way we ensure that the Lack of protection of minors is detected. With the protocol signed by the city council with all the institutions that intervene in the protection of minors, we ensure inter-professional collaboration but also that any child is left without the necessary attention.

Process of assessment and diagnosis of situations that require collaboration and coordinated intervention.

1. The process of assessing the situation is therefore initiated in one of the four systems:
School, Medical center, social services and Policy services and has as its first stage the internal work of the equipment that will result in the formulation of the need detected and the corresponding record of the same in the format established by each system: clinical history, school dossier, social history, policy interventions ...
2. In the next stage the team has to discriminate if there is a defined protocol or not specific action for the attention of the detected situation (why this child is at risk of exclusion) The protocol must be used and defined by the intervention team.
3. The need to inform the family and request their collaboration, as well as informed consent to provide personalized information, will be considered. The exception to this rule is constituted by the cases of deprotection

4. the same time, direct communication can be established between the different professionals to gain effectiveness, especially in those cases where the health or education of the child (under 18 years of age) is compromised.

When a case is considered serious, then more actors intervene in the process, the regional government of Galicia has the Technical Teams for Minors, located in the territorial headquarters of the four provinces and are made up of professionals from various disciplines (pedagogy, psychology, social work, social education and law). These are in charge of evaluating and intervention in helplessness and risk.

In addition, the General Directorate for Family and Inclusion carries out the technical management of programs and resources, this department being the entity responsible for the protection of children in Galicia.

When a case is considered mild it is resolved between the social services, the teaching staff and the medical services that follow the action protocol, and in other cases these professionals collaborate actively with General Directorate for Family when is necessary.

Generally problems are detected in schools or through social services, and sometimes are detected by medical services. Children have a free telephone line, staffed by specialized staff and that works 24 hours a day, for children who need help. It is for them to freely express their concerns, talk about problems that affect them directly, and notify someone who can provide help in case of emergency.

A guide is included in the protocol of ill-treatment. It's available through the website of the Ministry of Labor and Welfare (<http://benestar.xunta.es>) to solve the doubts and difficulties encountered by the professionals (social service) and indicators of abuse and know how to act. It includes notification sheets, a paper version, which enable the notification of suspected abuse, point it out different indicators for different types of child abuse.

Support and intervention with family and minors

When a situation of risk with children is detected, we must explore the circumstances and the factors that intervene, they must be evaluated and an intervention must be made with the child and families. This is to modify the circumstances that led to the situation at risk of exclusion. The schools and Social services give support to families and children till the problem until the problem disappears.

To achieve these objectives, the General Directorate for Family and Inclusion has of the following programs and resources:

Family Orientation Cabinets (GOF)

The family-oriented offices are multidisciplinary technical teams made up of professionals from the fields of psychology, social work and law.

They deal with problems related to family conflict processes, relationship difficulties between family members and situations that imply a risk of rupture with unfavorable consequences for its members, such as marital conflict, paternal crisis, or conflict with other members of the family. And they offer resources and guidance to establish the dynamic of the family.

Family integration program (PIF)

The educational intervention, social and medical services in families, has a double objective:

- Achieve the family integration of children separated from their families.
- Avoid family separation and the foreseeable placement of children (family preservation).

The comprehensive intervention encompasses the areas of psychosocial intervention (transmitting strategies that improve personal, family and social functioning), child care (to ensure good conditions of life and affection for minors), family education (for the acquisition of skills and habits in order to meet the needs of minors),

Family therapy (to solve psychological, relational and behavioral problems), the labor insertion (to facilitate the incorporation in the labor market of the parents that allows economic and social stability), and school reinforcement, etc.

Day care

Through the day care program, minors at risk or homeless are provided with the coverage of their basic needs in terms of food, hygiene and clothing, school support, basic skills education, free time planning animation and educational guidance. In addition, a socio-educational intervention is carried out with the family so that to promote integration process

Therapeutic evaluation and treatment program

The treatment program addressed to minors who present severe emotional and behavioral problems, originated from or related to the situation of helplessness they suffered, the separation from their family caused by the situation of neglect, or chronicized in the coexistence within their family, also related to the situation of lack of protection they suffered

The purpose of this program is to provide individualized and specialized assistance in the psychological and socio-educational fields of minors.

Outpatient intervention program with adolescents

This program is to provide individualized and specialized assistance in the psychological and socio-educational fields to minors, characterized by disocial behavior, drug use, failure, expulsion of the school, membership in disocial gangs, , psychopathological disorders, etc

Programa de inserción socio-laboral MENTOR

The Mentor Program aims at the socio-labor insertion of young people over the age of 16, and under the age of 21 (extendable up to 25 in exceptional cases), who are or have been supervised or in a custodial situation by the Xunta de Galicia, and who want to join the world of work. Its objective is to improve the quality of life of these young people through an individualized project that guarantees them a job placement and training for independent living, so that upon reaching the age of majority they can be fully autonomous.

This program is accompanied by advice and training, job search and job placement are complemented by supervised housing, assisted by educational personnel, in which the young participants in the program prepare for independent living

Family foster care.

Through this type of fostering, the custody of a minor is granted to one person or family with the obligation to take care of him/her, feed him/her, educate him/her by a time in order to integrate him/her into a family life and replaces or complements temporarily to his biological family. Its general objective is to guarantee the right of the girl or boy to live in a family, for being the optimal means for its development.

A deep information can be find at “Guía de recursos del sistema de protección de menores” (Resource Guide of the system protection of minors)

https://politicasocial.xunta.gal/sites/w_polso/files/arquivos/xeral/guia_menores_castellano.pdf

This output It is based on the information collected by this guide and in everyday practice