
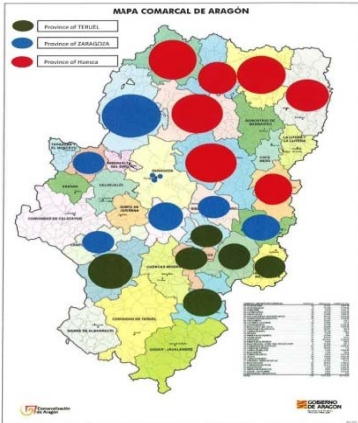


NR.	SECTION	DESCRIPTION
0	Photographs	
1.	Title of the practice	<p><b>Social Service of adapted transport for disabled people in the rural areas of Aragon (P1)</b></p>
2.	Precise theme/issue tackled by the practice	<p>This service is aimed at disabled people for their transport and accompaniment in rural areas of Aragon.</p>
3.	Objectives of the practice	<p>Transfer of persons with physical or mental disabilities in situations of dependency and at risk of social exclusion. These people live in rural areas of the province of Teruel and they have the need to travel to different social resources: nursing homes, day centres, podiatrist, retirement home, basic social services and other resources.</p>
4.	Location	<ul style="list-style-type: none"> <li>- <b>Country:</b> Spain</li> <li>- <b>Region, district or county:</b> Region of Aragon; it is implemented in 20 districts. <ul style="list-style-type: none"> <li>• <b>7 counties of the province of Huesca</b> - La Jacetania, La Ribagorza, Sobrarbe, Hoya de Huesca, Los Monnegros, Alto Gállego and Bajo Cinca.</li> <li>• <b>7 counties of the province of Zaragoza and 3 commonwealth</b> - Cinco Villas, Tarazona and El Moncayo, Campo de Borja, Campo de Daroca, Ribera Baja del Ebro, Bajo Aragón Caspe and Campo Belchite plus the following commonwealths: Mancomunidad Ribera Bajo Huerva, Mancomunidad Bajo Gállego, Mancomunidad Ribera Izquierda del Ebro.</li> <li>• <b>6 counties of the province of Teruel</b> - Bajo Martín, Jiloca, Andorra-Sierra de Arcos, Bajo Aragón, Maestrazgo and Matarraña.</li> </ul> </li> </ul> 
5.	Detailed description of the practice	<p><u>Origin:</u></p> <p>The ISEAL programme has existed since 2000, although the objective of this programme is not the same as it was originally.</p> <p>The ISEAL programme began in 2000 within the framework of European support for development and employment (Human Resource Plan of Aragon. Objective 3. European Social Fund ESF). This plan aims to harness the potential of employment creation at the local level and in the social economy in rural areas of the region of Aragon.</p>

In 2007, the services that these funds covered were amended. These funds were earmarked to cover the transport of dependent people (elderly physically and mentally disabled and socially excluded people) in rural areas. These population groups have difficulty in accessing social services, although several private entities had their own transport services.

Until 2007 there was no previous experience of this type of transport. The Aragon Institute of Social Services and the local authorities identified these population needs. Prior to this, some districts had begun to carry out some actions to solve the problem.

#### Timescale:

The ISEAL project is expected to continue until 2014.

The scenario began in the previous ESF programme (2007 - 2008) and it will continue until 2013. The programme may also be extended until 2014. Beginning in 2014, the continuation of the plan will depend on the funds received and the degree of co-financing by the various entities involved.

In the first call, agreements were established with all of the local beneficiaries. In subsequent years, the existing service has remained.

#### Bodies involved/implementation:

Promoter: Aragon Institute of Social Services / European Funds Service.

Applicant: Regional Entities / Local Entities

The implementation is carried out by the local authorities, the funds are transferred to local authorities and they are used for social services.

#### Process and detailed content of the practice:

- The ISEAL programme was offered by the Aragon Institute of Social Services to all interested counties and local entities.
- The entities that have been awarded the project are responsible for the self-management of the programme.
- Each local authority is the coordinator of adapted transport service. A social worker is the technical expert of reference, who is supported by an administration that is responsible for economic and organisational issues.
- The social worker determines and prescribes the service. A user cannot use the service freely but he / she may request it.
- The routes will be drawn up depending on the number of beneficiaries and the number of resources that can be coordinated. The design of routes is "on request"; each area is different, with different needs.

The Aragon Institute of Social Services does not establish guidelines to perform the service; the only requirement is that they can only provide transport in those places that have social services centres.

- A social worker, a clerk, one or two drivers and an accompanying monitor are required to develop the activity. The Aragon Institute of Social Services does not set limitations for recruitment. This programme has created **68 new jobs in the regions**. The vehicles used are vans. They have 10-12 seats and they have been acquired through leasing.

	<ul style="list-style-type: none"> <li>• Every year a meeting is held, sponsored by the IASS. All social workers involved in the ISEAL programme get together to share experiences, problems and solutions.</li> </ul> <p><u>Legal framework:</u></p> <p>In 2000-2006, the Human Resources Plan of Aragon (Objective 3) registered actions in human resources. The ISEAL Programme provides a set of actions aimed at improving human resources as part of Objective 3.</p> <p>The Department of Health, Consumer Affairs and Human Services of the Government of Aragon is responsible for coordinating, monitoring and implementing some of the programmes and projects financed through EU funds, in particular, the implementation of measures 8.1.1.</p> <p>This particular action (adapted transport service), is framed within the following context of the Community programme:</p> <ul style="list-style-type: none"> <li>• Axis: 8. Encouragement and support for local development initiatives.</li> <li>• Measure: 8.1. Support local initiatives that contribute to the generation of employment.</li> <li>• Action: 8.1.1. Pilot projects of local employment initiatives.</li> </ul> <p>Cooperation agreements have been reached within the ISEAL programme between the Department of Health, Consumer Affairs and Human Services of the Government of Aragon and the Regions. These agreements have established the financial participation of each party to contribute to the implementation of the Programme.</p> <p><u>Financial framework:</u></p> <p>Subsidies linked to Counties / Local entities. The annual grants are agreed upon by the IASS; these grants fund up to a maximum of 80% of each project (vehicle maintenance, hiring the necessary staff, fuel costs, media, etc.)</p> <p>This service is financially maintained by IASS and the counties, with support from the European Social Fund. The service could be funded at 100%, but the IASS believed that it is better to share the costs with local entities. This is because they are looking for a compromise and sustainability in the future in the event that the subsidy should disappear. Generally speaking, local authorities often contribute more than 20%.</p> <p><u>Use degree (%): users/total population:</u></p> <p>About 600 people / year use the service regularly. Between 25 and 30 people per region.</p>
<p><b>6. Evaluation</b></p>	<p><u>Possible demonstrated results (through indicators):</u></p> <ul style="list-style-type: none"> <li>• Adapted transport service is implemented in 20 of the 33 counties in Aragon.</li> <li>• A total of 68 new jobs have been created in these counties since 2008.</li> <li>• 600 people with mobility problems use the service annually, about 25 to 30 people per county.</li> </ul> <p><u>Possible success factors:</u></p>

		<p>After signing the agreement, the Department of Health, Consumer Affairs and Human Services of the Government of Aragon and the county have set up a Joint Commission to monitor the programme. This commission is responsible for monitoring the agreement, for studying the degree of development and implementation of the commitments and objectives for the proper execution of the programme.</p> <p>The project is established for a specific area with the population and needs of the territory.</p> <p>Social services are the key to the success of the project. They were the first to identify the need for this service and they are the ones who prescribe the service. The service is highly valued by users and their families.</p> <p><u>Difficulties encountered:</u></p> <p>The economic justifications for determining which expenses are eligible and which are not. The implementation of the programme itself. The difficulty of financing the project beyond 2014.</p>
7.	<b>Lessons learnt from the practice</b>	Importance of the involvement of local authorities in the initiatives promoted by the Regional Government. High level of commitment from several administrations.
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