



British Embassy  
Madrid

# Partners' Newsletter

*Bringing you the news from our Official Partners across Spain*

Our  
Partners



For more information on Living in Spain, see [www.gov.uk/living-in-spain](http://www.gov.uk/living-in-spain)

## EHIC campaign launches in Valencia

A new campaign between the UK Department of Health and the Valencia Health Authority launched in Alicante in February. The campaign, which has received funding from the European Union, aims to raise awareness around the use of the UK European Health Insurance Card and to make sure people are correctly registered for healthcare in the Valencia Autonomous Community.

Even though the campaign is centred in Valencia, the information is relevant for expats living anywhere in Spain. The key to the campaign is a

new website, [www.healthcareinspain.eu](http://www.healthcareinspain.eu), which contains a wide range of



Customer reading the EHIC leaflet at a recent talk in Torrevieja

information on healthcare entitlements. The campaign will also deliver newspaper and radio ads, as well as a leaflet to be distributed via health centres in the region and a number of outreach events attended by Department of Health and Valencia Health Authority representatives. For more information on the events, go to <http://healthcareinspain.eu/events.php>. The next talks will be held in Javea on 23rd April, Calpe on 7th May and Benissa on 21st May.



## Meals on Wheels

Senior citizens can now enjoy meals on wheels at competitive prices across Spain.

The Spanish Federation for Senior Citizen Organisations (CEOMA) and Castilian Nutrition Union (UCALSA) have joined forces to improve the quality of life for those who are housebound or just find it difficult to cook or get out and about to do their weekly shopping. Menus can be adapted for most dietary requirements, such as diabetes and high blood pressure.

The cost of Meals on Wheels provided by the joint venture is



€4 per day for a single person, and €6 per day for a couple living at the same address, and this includes a starter, main course, dessert, bread and delivery.

Meals are currently available for those living in the Community of Madrid, parts of Castilla la Mancha (Toledo, Ciudad Real, Cuenca & Guadalajara), parts of Castilla y Leon (Avila & Segovia), parts of Andalusia (provinces of Córdoba, Seville & Cadiz), parts of Valencia (provinces of Valencia & Alicante provinces) and Murcia.

For further information, visit [www.ceoma.org](http://www.ceoma.org) or [www.ucalsa.com](http://www.ucalsa.com), or call the freephone number **900 102 585**

## Legion beneficiaries in Spain

**Are you in receipt of a war pension?** From 01 April 2013, the Foreign & Commonwealth Office will no longer act on SPVA's behalf for overseas customers. You will need to send any claims for a refund of treatment costs directly to SPVA instead of sending them to the Embassy or Consulate. This means that customers living in Spain will not be able to obtain help from the British Embassy or Consulate with war pension claims or payments. Should you have any queries about the changes you should contact the SPVA on the Helpline number +44 1253 866043. You can also email the SPVA on [veterans.help@spva.gsi.uk](mailto:veterans.help@spva.gsi.uk)

**WELFARE:** Should you feel that The Royal British Legion could be of assistance to you or someone you know please contact the Country Welfare Officer – Donna Wilson on Tel: 902109356 or Email: [dmwilson@britishlegion.org.uk](mailto:dmwilson@britishlegion.org.uk).



# Returning to the UK?

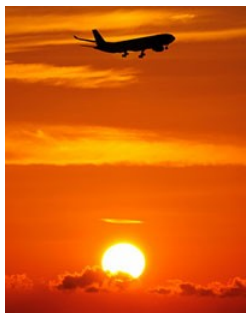


ACASA

The National Casework Service  
of Age Concern España



In the past six months ACASA's case-work service has taken on a new look as more and more of the expatriate community are considering returning permanently to the UK. We appreciate that this is not an easy decision to reach but it is one which more and more people are taking especially as the economic situation is having a greater impact than ever before - the early 1990s were difficult times for many expatriates but post 2008 the difficult economic climate is having a greater impact on everyone's cost of living.



Such is ACASA's concern that following its annual meeting with UK charities last October where others present

expressed their concerns at the rising numbers of clients wishing to return permanently to the UK, ACASA has taken the initiative to carry out a survey of these charities to find out more about the issues they face when it comes to repatriation. A meeting has also been arranged in London at the end of April to bring these charities and others together. The outcome of this meeting will be published in future copies of the Partners' Newsletter.

Everyone's circumstances are different. Therefore, it is not easy to provide hard and fast rules for those considering taking this step. Nevertheless, ACASA would recommend readers to think ahead and to plan. For those with access to the Internet and who wish to make a start, websites such as the UK Government's [www.gov.uk](http://www.gov.uk) is well worth a read. Looking for accommodation with suitable care facilities? The Elderly Accommodation Council's website [www.eac.org.uk](http://www.eac.org.uk)

amongst others is also worth a visit.

Future editions of the Partners' Newsletter will carry more information.

ACASA's client base is people over 50 years of age and those of all age groups seeking to return permanently to the UK. For further information please write to [casework@ageconcern-espana.org](mailto:casework@ageconcern-espana.org)

If you suspect someone of committing Benefit Fraud in Spain call the free and confidential hotline on

**900 55 444 0**

Lines are open 8am-4pm,  
Mon-Fri.

## Get Involved!

In our recent survey you asked to see more information and news on expat clubs and associations in Spain, along with details of what they do, how to get involved or become a volunteer. As



such, we have added a new 'Get Involved' section to the newsletter where you can find out information on just that.

First up in our April edition are the...

### Samaritans in Spain



Providing totally confidential emotional support to people of all ages who are troubled whatever the cause or the extent.

Samaritans in Spain have been operating now since July 2008, opening their telephone lines every day to provide a free, completely confidential, English language support service for people of any age experiencing emotional problems of any type or intensity.

Samaritans is comprised entirely of unpaid volunteers, with all of those offering the listening service extensively trained and supported as they "stand alongside" people through their suffering. They will listen regardless of how big or small the issue, and regardless of what the caller has or has not done. They listen without judging or telling people what they should or shouldn't do.

Samaritans is not aligned to any other organisation, social, religious or political. This assists neutrality, allowing callers to explore their situation their way. What is heard is entirely confidential within the organisation, and no calls or contacts are recorded or traced. No caller needs to give any personal information to talk to a volunteer.

The listening service is now available to callers 24 hours every day on 902 88 35 35 (a national, not premium number). Additionally, you can e-mail a Samaritan

by contacting

[pat@costablancasamaritans.com](mailto:pat@costablancasamaritans.com).

A shop and drop-in centre will open later in the year in Punta Prima for those on the Costa Blanca who want to come in and talk face-to-face. Samaritans also visit Fontcalent prison in Alicante each month offering the same service to English-speakers there, and to their relatives.

Samaritans in Spain is pleased to work in co-operation with other caring organisations and with the British Consulate in Alicante and those elsewhere across Spain. Samaritans in Spain is entirely dependent on donations, whether this is the time and skills of the listeners and supporters, or the donations of funds or equipment from the many organisations and individuals who help us. More of both are always needed to continue and build the service.

Anyone interested in joining or supporting SiS, or just wanting to find out more about their work can contact them at [info@costablancasamaritans.com](mailto:info@costablancasamaritans.com) or at [www.costablancasamaritans.com](http://www.costablancasamaritans.com)

The Samaritan service in Spain is provided by Costa Blanca Samaritans, a not-for-profit organisation registered with the Generalitat Valenciana, with the Registration Number: CV-01-042952-A and NIF: G54341466

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