

# Partners' Newsletter

Bringing you the news from our Official Partners across Spain



British Embassy  
Madrid

## Our Partners



Department  
of Health

THE ROYAL BRITISH  
LEGION



AGE ACASA  
The National Carework Service  
of Age Concern España



Department  
for Work &  
Pensions

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

## GOT A QUESTION ABOUT LIFE IN SPAIN?

Follow “Brits Living in Spain” on Facebook, says British Embassy.

Unsure how to report a crime to the Spanish *Policía Nacional* in English? What are your healthcare rights? Know how to renew your passport or get one in an emergency? The answers to these and many other important issues can be found on the **Brits Living in Spain** Facebook page.

Since its launch in November, a massive **6000 people** have already “liked” **Brits Living in Spain** on Facebook. The secret to its popularity is that it offers both factual information and a **lively forum** for sharing experiences and reliable information about life in Spain.

*“Brilliant..keep up the good work.”*

*“Great page...excellent idea and comments for ex-pats here in Spain.”*

*“It’s an interesting way to get*

*in touch with other Brits in Spain – and the passport and legal info is good.”*

These are just a few of the comments posted by followers and contributors to the page. Will Middleton, Consular Director for Spain, says, “We are really pleased with the response so far and with how British residents are sharing the information they find useful with others.”

“If you are not yet following us and want to benefit from independent advice and others’ experiences, then please do search for Brits Living in Spain on Facebook and “like” our page.”

**Brits Living in Spain** is run and moderated by the British Consular network. It is a sister channel to the British Embassy’s UKinSpain Facebook channel, which focuses on institutional and po-



litical information.

Residents who are Twitter fans and want to keep up with the latest news from the Consular network can also follow **@BritsliveSpain**, as well as the comments and thoughts of the British Ambassador on **@SimonManleyFCO**.

**How to:** Go to [www.facebook.com/BritslivinginSpain](http://www.facebook.com/BritslivinginSpain) and “like” us. If you don’t already have an account you will be prompted to create one. If you are already on Facebook, then search for the “**Brits living in Spain**” Facebook page and once on it, click on “like”.

## HEALTHCARE IN SPAIN UPDATES

**Happy New Year 2014 from the Healthcare Team to all readers!** This edition we would like to give you the latest updates on healthcare that have taken place these past few weeks.

The *Convenio Especial* is finally out in Valencia! This is the public health insurance scheme through which those who don’t have access to state-provided health-

care can pay a monthly fee to get cover. For further information, please see the Valencia Government website at: [http://www.gva.es/es/inicio/procedimientos?id\\_proc=17044](http://www.gva.es/es/inicio/procedimientos?id_proc=17044)

You will need to apply in writing to the various regional offices stated in the link provided.



And if you can’t wait for the Partners Newsletter every quarter, we post regularly on the British Consulate’s Facebook (**Brits living in Spain**) and Twitter (**@britslivespain**) accounts. You can also follow our hashtag **#healthcareinspain** or if you have any questions about accessing healthcare in Spain, you can contact our team via our website [www.healthcareinspain.eu](http://www.healthcareinspain.eu)

# AGE CONCERN ESPAÑA'S CASEWORK SERVICE MAKING WAVES



Thanks to a donation from Seafarers UK, **Age Concern España's** Casework Service is helping seafarers in need and their families who live in Spain. The Casework Service provides information and support through a small, national team of volunteer Caseworkers. The service operates across the whole of Spain and is wholly dependent on public support.

Pat Neal, Casework Manager, who coordinates the service, is looking for people to join the Casework team so that the service can reach more people.

“Being a Caseworker does not involve a lot of time on a regular basis, but it does need commitment, an ability to listen, assess a person's circumstances without being judgemental and maintain confidentiality. Some of our clients need just a little bit of help to maintain their independence. Others need a lot of support from different agencies. The Caseworker is key to unlocking that support by providing an independent and unbiased assessment. We provide training and support and reimburse the travel costs for each casework visit, so that the caseworker is not out of pocket. Just one Casework visit can be the key to changing a person's life, by getting them the help they need.”

The support from Seafarers UK, together with the Soldiers Charity and the Royal Air Force Benevolent Fund, enables Age Concern to run the Casework Service for people with military connections. Funding is currently being sought to cover the costs of maintaining the service for civilians.



Can you help? Contact us on the Age Concern INFOLINE 902 00 38 38 or email [casework@ageconcern-espana.org](mailto:casework@ageconcern-espana.org).

**Age Concern España** provides support and promotes the well being of the over 50s in Spain. Through our volunteers we provide a range of services to help with integration into Spanish life and to provide information, advice and support for common issues that affect the over 50s. Visit the **Age Concern España** website [www.acespana.org](http://www.acespana.org) to find out more about our local Age Concern organisations and national services.

## GET INVOLVED!

The British Benevolent Fund of Madrid (BBF) is one of the oldest English speaking charities in Spain with records dating back to 1929. It works



in conjunction with the British Consulates in Spain and other charitable organisations to provide financial support and other assistance to British nationals who find themselves in severe distress in Spain.

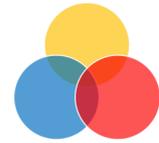
It matters not whether you live here or are just visiting. The committee, which meets once a month, will consider all cases on their individual merit. It is the

charity of last resort and cases are referred to us when all other avenues of support have been exhausted, such as UK or Spanish social services, other local charities, family and friends.

Over the years The British Benevolent Fund has helped people suffering from Alzheimer's, mental health problems, cancer, learning disabilities, stroke and heart attack victims to name but a few. It has also helped many without any health issues who find themselves isolated and without support due to circumstances beyond their control. Our main base is in Madrid but assistance is provided to British people throughout Spain.

The BBF is currently looking to increase the number of volunteers, so if you live in the Madrid area and have a few hours a

## YOU TOLD US...



Many of the partners working across Spain gave

their opinions in a recent survey carried out by the British Consulate in Alicante on behalf of the consular network in Spain. The results highlighted the increasing complexity of cases and the growing demand from British residents in Spain for support.

The survey also showed that some organisations had difficulty in attracting new volunteers, particularly those who speak Spanish, but that half of the organisations questioned said that they have good links with the Spanish volunteer network, and organisations such as *Caritas* and *Cruz Roja*. Most organisations said that they would like to see the Consulate playing a continued role in facilitating inter-agency joint working, and for the Consulate to continue to raise awareness amongst the resident community, by providing briefings to cover health-care, benefits and moving back to UK.

Concerns for the future covered a lack of long-term social care and issues following hospital discharge as well as worry over cases becoming more complex and the impact this will have on local resources. All organisations said that they had been asked by at least one British national for help and support in returning to the UK, and each charity said that they could provide emotional support whilst people made a decision about their future. We are now using the information you provided to help us see how we work with our partners in future, and how we can develop the information we provide to help you continue to provide excellent help and support to British nationals in Spain.

week to spare then please contact us at [info@britishbenevolentfund.org](mailto:info@britishbenevolentfund.org) or call +34 681 063 462.

If you wish to apply for help and can demonstrate that you have exhausted all other avenues of support then please check out our website for details of how to do so [www.britishbenevolentfund.org](http://www.britishbenevolentfund.org).

