

2023

Activity Report



Fundación Diagrama

Activity Report

2023

[...]it is no business or concern of knights-errant to inquire whether any persons in affliction, in chains, or oppressed that they may meet on the high roads go that way and suffer as they do because of their faults or because of their misfortunes. It only concerns them to aid them as persons in need of help, having regard to their sufferings and not to their rascalities.

Miguel de Cervantes Saavedra
(Don Quijote de La Mancha)



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WHO WE ARE / *Fundación Diagrama*

1

Who we are

Fundación Diagrama Intervención Psicosocial is a non-profit organisation that has been assisting people in vulnerable situations or in social difficulties since 1991, consistently ensuring the defence and promotion of Human Rights.

Diagrama's **mission** is to promote and develop centres, programmes and research aimed at the assistance of people in social difficulties or risk, especially children, families, young people, women and people in a situation of dependency.

Fundación Diagrama's **vision** is to be a reference point for quality, commitment, good practice and efficiency in the comprehensive care of people in vulnerable situations and at risk of social exclusion, working daily towards their full social integration. To achieve this, Fundación Diagrama has developed a comprehensive and specialised intervention model, based on the wellbeing of people and of society as a whole, as well as on the continuous improvement of its own processes and resources.

In order to achieve this objective, Fundación Diagrama employs over **5,000 professionals** who work alongside volunteers and collaborators.

Since its inception, Diagrama has contributed to improving the quality of life and future prospects of over **517,000 people**, both in Spain and in various African and Latin American countries.

In recognition of its work and trajectory, Fundación Diagrama has been given various awards, both national and international, the most important of these being the **Golden Cross of the Civil Order of Social Solidarity**, the **Plaque of Honour of the Order of Civil Merit**, the **Plaque of Honour of the Civil Order of Alfonso X el Sabio** and the **Silver Medal for Social Penitentiary Merit**.

Diagrama also has **Special Consultative Status with the United Nations Economic and Social Council (ECOSOC)**.

The foundation develops programmes, projects and initiatives based on a comprehensive and specialised perspective in the following intervention areas:

- Socio-Educational Area.
- Socio-Healthcare Area.
- Socio-Occupational Integration Area.
- Training and Research Area.
- Development Cooperation Area.

Responsibility and Transparency

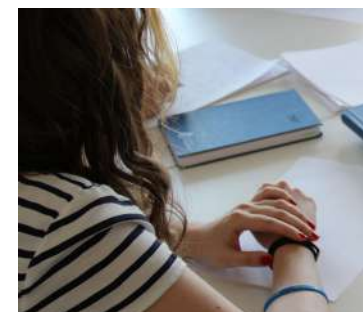
Fundación Diagrama has an **Ethical Code** that outlines the general principles that underpin all the actions launched in its intervention areas. This Code is based on responsibility, transparency, professionalism, commitment to service, integrity, independence and excellence, and is fundamentally and consistently guided by respect for, and defence and promotion of, Human Rights.

The foundation's **Social Responsibility Policy** was born of this framework of commitment to society. It focuses on ensuring that the activities of the organisation are part of a sustainable system that is both respectful and ethical regarding themes like environment, social development, work and training, education, dissemination of information, research, and promotion of Human Rights. In fact, Diagrama is a **constituent member of the Chair of Corporate Social Responsibility of the University of Murcia**.

Fundación Diagrama also has an extensive **Quality Management System** accredited by the **ISO 9001** certification for the

management of educational centres and healthcare centres, as well as the financial and administrative management of grants for centres, programmes and projects. Furthermore, the foundation has accredited the management of its residential healthcare centres, specifically the provision of personal, residential and health care, under the **UNE 158101** certification covering services for the promotion of personal autonomy.

Along with Diagrama's Social Responsibility Policy and Ethical Code, these systems for ensuring quality underpin each and every one of the actions carried out by the organisation, which in practice means maintaining and continuously improving a responsible, sustainable, transparent and externally-audited global process of management and provision of social services.



Aims and Objectives

- To support the development and management of **socio-educational and educational centres, services and programmes** aimed at vulnerable or socially excluded people.
- To support the development and management of **centres, services and programmes** aimed at **preventing** situations of social difficulty, as well as **assisting** and **reintegrating** vulnerable or socially excluded people.
- To support the development and management of healthcare and **socio-healthcare centres, services and programmes** aimed at providing comprehensive healthcare, especially directed at the elderly and those in need of assistance due to illness or physical/psychological disability.
- To support the creation and management of **centres, services and programmes aimed at social and occupational integration and training**.
- To support the creation and management of **centres, services and programmes of detoxification, rehabilitation and reintegration** of people with addiction problems, as well as prevention in this area.
- To support and manage **development cooperation projects**.
- To carry out **research and studies and to produce publications** in order to further the understanding of society and its transformation.
- To support **equality of opportunities** between men and women.
- To raise **public awareness** about current psychosocial and health issues.
- To support and guide **volunteering activities, self-help groups, foster families** and other social cooperation measures.
- To encourage **environmental care and protection**.

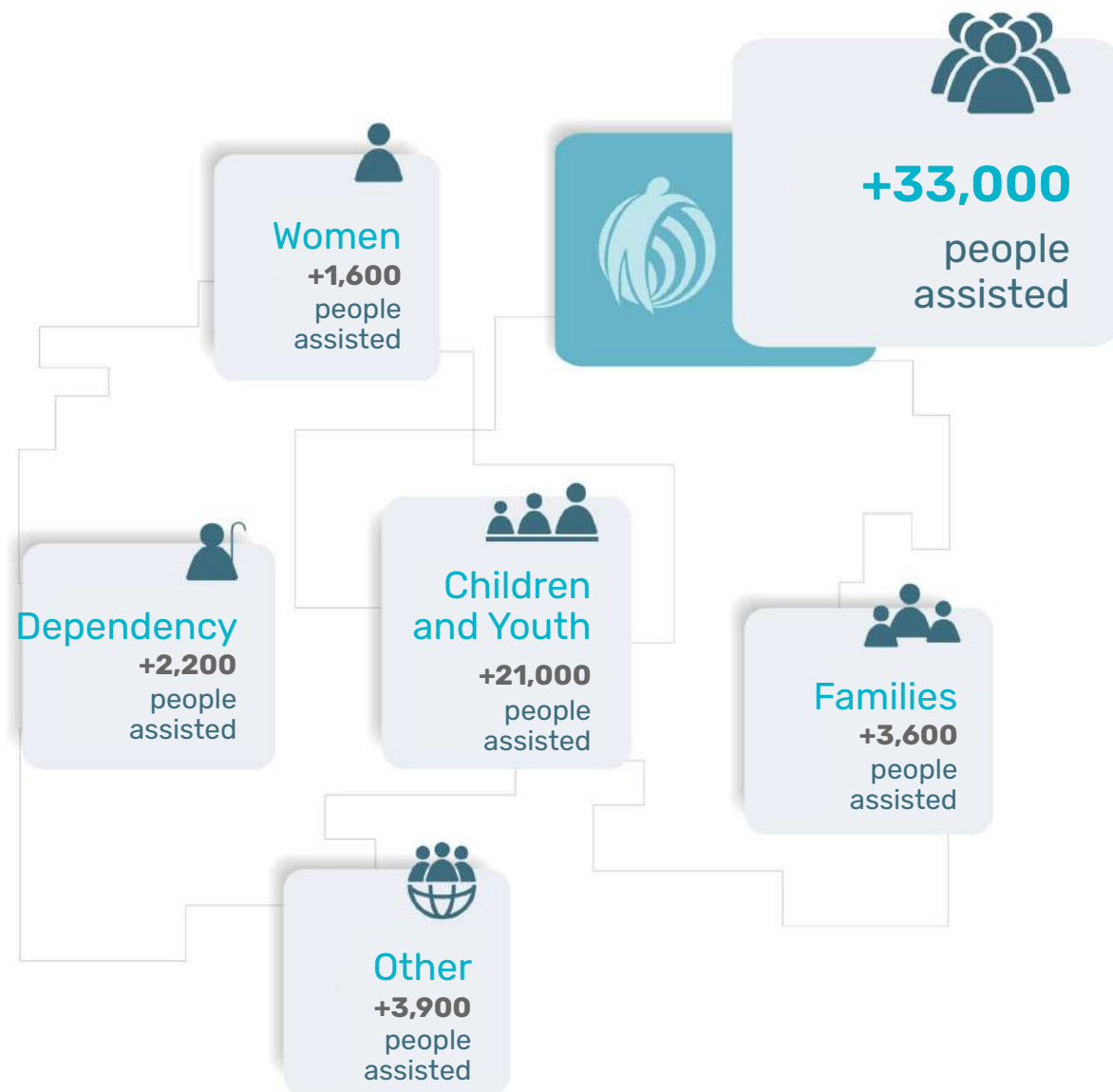
Fundación Diagrama in figures

Through all these areas and activities, in **2023** Fundación Diagrama attended to the needs of close to **33,000 people** across Spain.

- Close to **3,200 boys and girls** in need of protection and care.
- Over **6,300 young people** in conflict with the law.
- Close to **1,300 people** in situations of dependency.
- Over **2,600 families** who have cohabitation issues or experience domestic violence.
- Over **1,300 adoptive and/or foster families**.
- Over **1,500 women** who are victims of gender violence, and their children.



- Close to **6,000 young people and adults** in need of training, guidance and support in their social and occupational integration process.
- More than **7,200 people**, especially young people and families, who participate in social prevention and health promotion programmes.
- More than **1,000 people** with addiction issues.
- Over **2,300 people** in prison or after being released.





2

Socio-Educational Area

The main goal of the centres, projects and programmes in this area is to assist people in their acquisition of knowledge, skills, tools, principles and social standards of conduct and coexistence, as part of their process of personal growth and socialisation.

Young people and adults are offered a structured pedagogical and training context which promotes education, learning and the development of values and positive behaviour, as well as personal and professional competence, so that they can develop an independent, responsible and satisfying lifestyle.

Last year the needs of **over 24,000 people** were addressed in this area. Diagrama has assisted **over 226,000** children, young people, families and adults in this field since its creation.

2.1. SOCIO-EDUCATIONAL PREVENTION

Prevention is a vital element of Fundación Diagrama's work, as it allows the organisation to detect problems, find the cause, anticipate negative situations, and intervene accordingly, reducing risk variables and strengthening protection ones. Through preventive intervention with vulnerable children, young people and families, Diagrama carries out programmes that enable these individuals to develop skills that help them resolve the issues they face in an adaptive way.

These programmes include several aimed at preventing truancy and school

dropout, child-to-parent violence, and domestic and gender violence, as well as those aimed at promoting sport and environmental awareness.

Through the **16 programmes and 5 services** it has developed in this area over the last year, the foundation has assisted over **6,200 children, young people and families**. Since 1991, it has assisted more than **51,000 people**, of which **more than 11,300 were children and young people subject to judicial or administrative measures**.

2.2. CHILD PROTECTION

The educational centres for the implementation of protection measures for children in tutelage or guardianship, in application of Organic Law 1/1996, of 15th January, on Legal Protection of Minors, as well as the provisions of Organic Law 8/2015, of 22nd July, and Law 26/2015, of 28th July, on amendment of the system for protection of childhood and adolescence, seek to promote the full development of children's personality and their social integration, guaranteeing the conditions for the exercise of their rights as recognised by the legal system.

Within this area, Fundación Diagrama also promotes and manages **residential centres for unaccompanied migrant children**.

Additionally, this area includes specialised **educational care centres for children with mental health issues**. They are oriented to therapeutic, personal, social, family, and educational intervention for children and young people who show needs related to these issues, so that their development and integration in all areas of daily life is positively impacted.

Last year, Fundación Diagrama managed **116 centres and services** in this field:

- 35 residential centres and flats, 2 with special education units.
- 14 flats for independent living.
- 11 centres for special education and therapeutic care.
- 1 mental health centre.
- 3 care programmes for children at risk or without protection.
- 51 residential centres for unaccompanied migrant children.
- 1 pick-up and transfer service for children in the protection system.

Through all these resources, Diagrama attended to around **3,200 children** last year, reaching 28,000 since 1991.

2.3. CHILDREN AND YOUNG PEOPLE IN CONFLICT WITH THE LAW

The educational centres and programmes for the execution of judicial measures, according to Organic Law 5/2000, of 12th January, Regulating the Criminal Responsibility of Children, can be of the following types:

Community-Based Centres and Programmes

These are educational programmes that are carried out within the child's social environment, using community networks to promote their social and family bonds, as well as their participation in social institutions.

Over the past year, Diagrama has managed **19 community-based centres and programmes** throughout Spain, including homes for cohabitation with an educational group. Through this, Diagrama assisted around **4,800 children**. Since 1991, the foundation has assisted around **57,000 children** in these centres and programmes.

Youth Detention Centres

These centres aim to offer an educational context for the young person that promotes the child's autonomy and acquisition

of the necessary skills to adequately integrate into society. Sanctions to be completed in these centres can be carried out in an open, closed or semi-open regime.

Over the past year, Diagrama has managed **19 detention centres** throughout Spain, assisting close to **1,100 children**. Since 1991, more than **32,000 children** have been aided in these custodial centres.

Youth Detention Centres Specialised in Mental Health Support

These centres are suitable for cases of children affected by substance addictions or significant psychological dysfunctions. These centres provide a structured context for children to carry out an individualised clinical intervention to deal with the problem, reinforcing the child's psychosocial development. Sanctions to be completed in these centres can be carried out in an open, closed or semi-open regime.

Over the past year, Diagrama has managed **2 of these centres** in Spain, as well as offering specialised **therapeutic care in 11** of the above-mentioned detention centres. Using these resources, the foundation assisted close to **350 children**. Since 1991, more than **4,500 children** have been aided by the organisation in this type of resources.



SOCIO-EDUCATIONAL AREA /
Fundación Diagrama

2.4. FAMILY SERVICES

Fundación Diagrama develops numerous initiatives to address the needs of families via prevention, guidance, training and intervention programmes. The main aim of these services is to provide comprehensive assistance to whole families, their individual members, and the relationships they have with each other. In order to develop these resources, Fundación Diagrama works with a multidisciplinary team of professionals with ample experience in the fields of psychology, social work, social education, pedagogy, and medicine, among others.

Within this area, programmes aimed at prevention and intervention in situations of family violence are of particular note, especially in cases where children exhibit **violent behaviours against their parents**, relatives or tutors (child-to-parent violence). These services help to build a healthy family dynamic between parents and children, based on mutual respect, responsibility, compromise, tolerance, and open and fluid communication.

Last year, the foundation managed 5 family prevention and intervention programmes, which assisted over **1,200 families**. Since

1991, **more than 19,500 people** have participated in these programmes.

Diagrama has also developed programmes offering guidance and advice during adoption or fostering processes, aiming to facilitate the acquisition of skills and knowledge necessary to formalise and carry out the **adoption or fostering** of a child. These programmes offer awareness-raising, information, guidance and training activities for families, alongside suitability assessments, preparation for adoption or fostering, monitoring, technical guidance and post-adoption support.

Currently, Fundación Diagrama manages **2 adoption and fostering programmes**, which last year assisted close to **1,300 families**. Since 1991, over **15,500 people** have participated in these types of programmes.

Diagrama also manages **4 family meeting points**, which aim to guarantee the right of children to maintain a relationship with their parents when they do not live with them due to separation, divorce, or other circumstances disrupting their coexistence. Last year the foundation assisted more than **1,400 people** through these facilities, and has assisted over **8,200** since 1991.

2.5. SUPPORT PROGRAMMES FOR WOMEN

Fundación Diagrama develops initiatives and projects aimed at women and their children who find themselves in emergency situations or at risk of exclusion, either due to being victims of gender-based violence or due to any other circumstance that leaves them without family or social support.

These resources provide them with the support they need to regain balance in their lives, to confront their situation and to achieve full personal and family independence. Using these resources, Diagrama gives them comprehensive assistance, offering alternatives and working in all areas of their lives (health, legal procedures, family intervention, education, training and professional integration, etc.), as well as helping their children to overcome the episodes of abuse and/or rupture within their family.

Over the past year, the foundation has managed **1 support programme and 1 supported living flat for this collective**, as well as the **Network of Comprehensive Assistance to Victims of Gender Violence of Cantabria**, made up of various complementary services and resources.

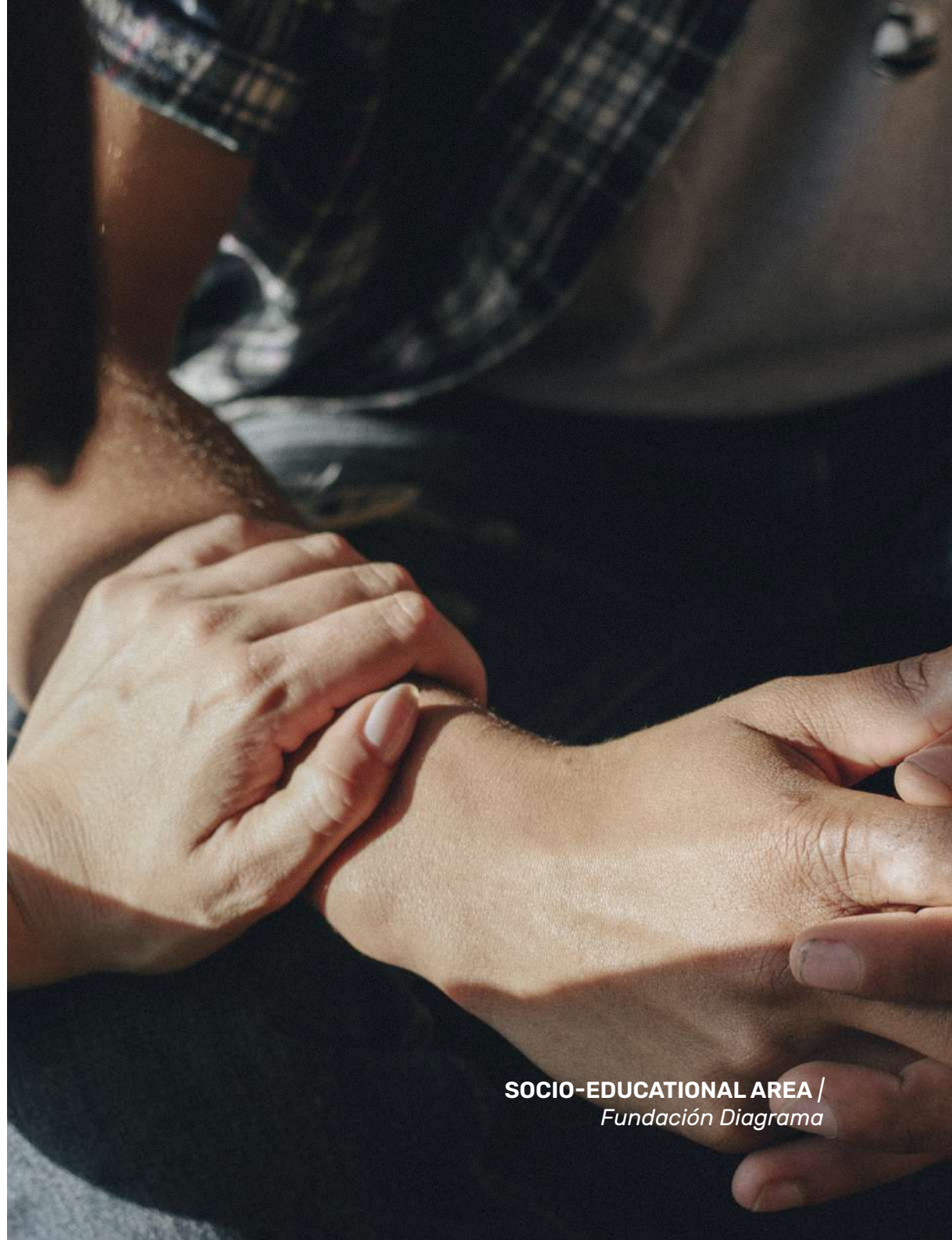
Using these resources, Diagrama assisted more than **1,500 people**. Since 1991, over **8,400 people** have been assisted by the foundation through these types of resources.

2.6. INTERVENTION WITH PEOPLE IN PRISON AND AFTER RELEASE

Fundación Diagrama carries out intervention projects and programmes in this field, carried out in the foundation's facilities, in penitentiary centres or in social insertion centres, always in collaboration with the General Secretariat for Penitentiary Institutions of the Ministry of Home Affairs.

The aim of these initiatives is to provide the assisted people with fundamental knowledge, skills, tools, and principles as part of a process of personal growth, socialisation and reinsertion. The development of positive values and behaviours, as well as training their personal and professional competence, allows people who have been released from the penitentiary system to develop a personal, social, family and working lifestyle that is independent, responsible, and satisfactory.

Through **11 programmes, 2 semi-supported living flats and 2 social and personal skills development workshops carried out in penitentiary centres**, Diagrama assisted over **2,300 people** last year. Since 1991, over **12,500 people** have participated in these programmes.



SOCIO-EDUCATIONAL AREA /
Fundación Diagrama



SOCIO-HEALTHCARE AREA /
Fundación Diagrama

3

Socio-Healthcare Area

Fundación Diagrama's Socio-Healthcare Area promotes and develops centres, services, initiatives and actions aimed at satisfying the needs of every person that requires simultaneous and continuous personal and health care.

Diagrama uses a model in which health is understood globally (physically, mentally and socially), which comprehensively attends to the psychosocial and medical needs of every group that requires this intervention:

- Elderly people in a situation of dependency.
- People with a mental or physical disability.
- People with addiction issues and/or dual pathology.
- People with mental health issues.

Over the past year, the needs of around **3,100 people** were attended to in this area, with over **37,000 people** attended in this area since 1991.

3.1. HEALTH PROMOTION

Diagrama develops actions aimed at health promotion and illness prevention. Special emphasis is placed on those that promote an active and healthy attitude in order to avoid physical, psychological and/or social deterioration of patients, promoting and improving their quality of life.

These actions include dependency prevention, promotion of physical activity, self-care and quality of life, active ageing, promotion of healthy habits, family and social participation and promotion of mental health.

Last year, Diagrama managed **17 programmes and projects** in this area:

- 3 programmes for health promotion and prevention of risk-inducing behaviour for children and young people.
- 8 programmes for active-ageing for persons over 55.
- 4 programmes for the promotion of family participation and community participation for elderly people.
- 2 programmes for informal carers of dependants.

Using these resources, last year Diagrama assisted **more than 1,100 people**. Since 1991, close to **13,000 people** have been aided through health promotion programmes.

3.2. DEPENDENCE

The main objective of Fundación Diagrama's intervention in this area, regulated by Law 39/2006, of 14th December, on the Promotion of Personal Autonomy and Care for People in a Situation of Dependency (LAPAD in Spanish), is to offer the personal, family and social attention that people in a situation of dependency need through the provision of healthcare services, collaborating constantly with the relevant public authorities with the skills and responsibilities for developing the System for Autonomy and Care for Dependence (SAAD in Spanish).

Thus, by managing and developing initiatives, programmes and resources aimed at people who find themselves in a situation of dependence due to age, illness or physical or psychological disability, Diagrama provides the appropriate personal, familial and social care they require, helping their active incorporation into the community and the development of their personal autonomy.

Elderly people in a situation of dependency

Fundación Diagrama has care homes and day centres to attend to the needs of elderly people.

The **care homes** for the elderly are open gerontology centres providing comprehensive healthcare attention for elderly people with some degree of dependence, in temporary or permanent residential regimes. In these facilities, a team of doctors, physiotherapists, psychologists, nurses, occupational therapists, social workers, nurse aides, service staff and other professionals perform their daily tasks using a multidisciplinary, integrated and specialised approach, guaranteeing the quality of life of every person assisted.

These centres also have specialised units to deal with various pathologies that are frequently present among elderly people, such as Alzheimer's disease, in a specific and comprehensive manner.

Over the past year, Diagrama has managed **6 care homes for elderly people**, assisting more than **650 people**. Since 1991, these resources have aided around **6,100 people**.

The **day centres and services** are healthcare and family support services that offer individualised day care programmes covering the basic personal, therapeutic and socio-cultural needs of people affected by different degrees of physical and/or psychological disabilities, keeping them in their habitual environment.

Over the past year, Diagrama has managed **3 day centres and services**, assisting around **40 people**. Since 1991, roughly **2,200 people** have been aided through this type of resource.

People with a disability

The **centres for people with a physical or psychological disability** are based on a multidisciplinary perspective, working to address all the bio-psycho-social needs of adults with differing degrees of physical and/or psychological dependence. These centres combine specialised facilities and professionals whose objective is to facilitate the full social integration of people who, due to congenital or acquired causes, have a physical and/or psychological disability.

The **centres for early childhood intervention and development** also operate within this field, aimed at children who experience, or are at risk of, developmental issues due to biological or social causes.

Over the past year, Diagrama has managed **1 early intervention centre, 1 mental disability centre and 1 physical disability unit**, through which it assisted around **120 people**. Since 1991, more than **1,400 people** have been aided through these types of resources.



3.3 . PEOPLE WITH MENTAL HEALTH ISSUES

People with chronic and severe mental illnesses experience complex difficulties related to developing basic everyday life skills, which negatively impact both their quality of life and their relationship with their family and social environment. Fundación Diagrama works to provide specialised care, support, and rehabilitation for these people, promoting their psychological and social integration.

The **mental health centres** utilise services and resources to promote the personal and social growth of these individuals, paying particular attention to their difficulties and needs and also providing a support service for their families. The centres aim to achieve the full development of these individuals' abilities and skills, promoting greater personal autonomy and their capacity for integration within their community, thus improving their quality of life.

Over the past year, Diagrama has managed **4 mental health centres**. Through these, Diagrama assisted over **200 people**. Since 1991, more than **2,000 people** have been aided by these resources.

3.4. ADDICTION INTERVENTION

Basing its work on a bio-psycho-social model and multidisciplinary approach, Fundación Diagrama intervenes in the area of addiction issues by developing various initiatives **in prevention, rehabilitation, awareness-raising and family, social and professional integration**.

These intervention areas, as well as the programmes carried out within them, are included within the **Helianthus Project**, a comprehensive system that facilitates assisting people with addiction issues throughout their entire rehabilitation and reintegration process, in line with the principles of the Spanish National Drug Strategy and the US' National Institute on Drug Abuse.

Certified by the ISO 9001:2015 quality standard, this innovative multidisciplinary project allows each user to receive the support they require from the various mechanisms of support available to them (psychological and educational assistance, family support, professional integration...) in order to achieve better independence in life.

It utilises a network methodology that contributes to improving the communica-

tion and coordination between the specific resources that each person requires (health centres, substance misuse intervention centres, social services...). The project also reinforces the preventive aspects of intervention in addiction issues, developing various health and security awareness activities aimed at young people and adolescents.

Last year, Diagrama managed **9 prevention, intervention and integration programmes and 1 day centre** tackling addiction, through which it assisted more than **1,000 people**. Since 1991, over **12,500 people** have been assisted using these types of resources.

4

Socio-Occupational Integration Area

*Fundación Diagrama combines work in social and occupational fields to **improve the professional qualifications** of its beneficiaries while attending to their personal, family and social needs.*

The foundation carries out Socio-Occupational Integration Programmes in different regions aimed at people at risk of social exclusion, focusing especially on young people who have difficulty finding jobs and integrating themselves socially, many of them involved with the juvenile justice or child protection systems.

These programmes aim to promote the social and occupational integration of their beneficiaries using personalised itineraries that include intervention, advice and accompaniment during their process of integration. Guidance programmes, personal skills development, occupational and professional training, pre-professional training, training internships in companies, and employment support are included within these programmes.

Last year, Diagrama managed **63 social and occupational integration programmes and services:**

- 9 programmes for children and young people involved, or previously involved, with youth justice or protection systems.
- 17 programmes for children and young people at risk of exclusion.

- 1 programme for people with addiction issues.
- 1 programme for people in prison and after release.
- 2 programmes for unemployed adults.
- 2 programmes for women who have been victims of gender-based violence.
- 29 occupational integration apartments for young people at risk of exclusion.
- 2 programmes for people with disabilities.

The foundation also operates over 120 pre-professional workshops that are carried out within its child protection or youth justice centres, incorporating every child assisted in them. The courses currently available include sustainable agriculture, gardening, cookery, basic building maintenance, carpentry, handicrafts, pottery, pyrography, printing, mosaics, information technology and animal care, among others.

Last year, around **6,000 people** participated in these socio-occupational integration programmes. Since 1991, over **100,000 people** have been assisted through these resources.

4.1. PROFESSIONAL TRAINING

Professional training is instrumental to promote the employability of students and workers in a constantly changing labour market. It is also essential to reinforce the efficiency of organisations, as the workforce is a key factor for success.

In this area, Fundación Diagrama is authorised to carry out courses with regard to obtaining **Professional Certificates** with official accreditation, included in the Spanish National Catalogue of Professional Qualifications. These certificates, organised according to their professional field and qualification level, accredit the professional skills they provide officially and with state validation in order to perform an identifiable labour activity within the productive system.

Administration and Management

- Recording methods and treatment of data and documents.

Agriculture

- Installation and maintenance of gardens and green zones.
- Assistant activities in nurseries,

gardens and garden centres.

- Assistant activities in forest conservation and recovery.
- Assistant activities in agriculture.

Construction and Civil Works

- Bricklaying factories.
- Decorative painting in construction.

Energy and Water

- Assembly and maintenance of solar thermal facilities.

Socio-cultural and Community Services

- Social and health care for dependent persons in social institutions.

In addition, in collaboration with several Spanish regional administrations, Diagrama also provides young people with the opportunity to attend Vocational Training Programmes (FPB), lasting 2 years, as well as Vocational Training Programmes for Basic Qualification (PFCB), lasting 1 year. These accredited programmes train them to attain an official certificate that allows them to access the labour market with the qualifications required.

Diagrama currently offers the following regulated vocational training:

- FPB Auxiliary Activities in Nurseries, Gardens and Garden Centres.
- FPB Basic Cookery Operations.
- PFCB Building Reform and Maintenance.
- PFP Auxiliary activities in Nurseries and Gardens.
- Training programme in Recording and Treatment of Data.

4.2. NODUS NETWORK

The Foundation created the **Nodus Network** in 2015 in order to facilitate the integration process of its beneficiaries. The network is a collaborative, open, and free space for meeting and collaboration between citizens, companies and public and private institutions to promote the social integration of people at risk of exclusion, especially young people between 16 and 30 years old who are in a situation of vulnerability or who have been in the protection or youth justice systems.

Last year, around 1,700 members, mainly companies, participated in the Network.



SOCIO-OCCUPATIONAL INTEGRATION AREA/
Fundación Diagrama

La intervención
en drogodependencias
con perspectiva
de género

NURIA ROMO-AVILES
FRANCISCO LEGAZ CERVANTES
(DIRECCIÓN)
JOSÉ RAMÓN LÓPEZ LÓPEZ
JOSÉ MANUEL AGULLÓ CANTOS
(COORDINACIÓN)
PRÓLOGO
NURIA ROMO-AVILES

INCLUYE LIBRO
ELECTRÓNICO



ARANZADI

5

Training and Research Area

5.1. CONTINUOUS TRAINING FOR PROFESSIONALS

Given the great importance of human capital in its activities, Fundación Diagrama pays special attention to training its work teams, providing initial, specialized, and continuous learning courses. This allows them to perform their daily work with a solid training base that strengthens both their personal and professional development.

Since its inception, the workers at Diagrama have done over **11,000 specialisation and continuous learning courses** to improve their competencies and widen their knowledge in the area they are working in. More than **7,500 professionals** have been trained through these courses.

5.2. PROFESSIONAL TRAINING

Diagrama develops **training activities for professionals and specialisation courses** that aim at helping professional training and personal growth. These activities allow participants to acquire and improve professional skills in social, educational, legal and healthcare fields.

Furthermore, as an expert organisation in subjects related to juvenile justice, the foundation carries out **supporting training activities** for technical teams in the Public Administration sector. Among those are juvenile delinquency prevention and intervention workshops, especially regarding violence in the school environment and violence carried out by children towards their parents or guardians.

5.3. RESEARCH AND PUBLICATIONS

Fundación Diagrama is aware of the importance of generating knowledge related to its main areas of intervention and thus works in the development of **national and international research and publications**, aimed at specialised professionals and specific social agents, as well as the general public. This task of researching and spreading information aims to develop more effective strategies and intervention models, which contribute to create a fairer and more solidary society.

Some of the projects developed in the past year include:

- “UpFamilies: Online Resources to Support Prisoners’ Families”. 2021-2024.
- “#PreventGBV: Early prevention of gender-based cyberviolence for young people in conflict with the law in juvenile justice systems”. 2022-2023.
- “VOICE: Making young adult offenders’ voice being heard at European level by increasing their knowledge about EU policy activities relevant to the youth field”. 2021-2023.
- “E-PROFID: Enhancing Professional Identity with Digital Tools”. 2021-2023.
- Programme 25: A study of ageism in care homes for the elderly. 2023-2024.
- Pilot study “Knowing my rights derived from LOPIVI” in residential centres for children in the child protection system. 2023.
- Programme for the promotion of active and healthy ageing: A comparative study concerning the actions of the Third Sector of Social Action in Spain and third countries. This study was developed by Fundación Diagrama at a national level and financed by the Secretary of State for Social Rights of

the Ministry of Social Rights and 2030 Agenda 2022-2023.

Since 1991, Fundación Diagrama has developed or collaborated in over **60 research projects in Spain and Europe** in its different areas of intervention, in collaboration with different national and international organisations.

As a result of this research, its daily work and other national and international projects, Fundación Diagrama has published or collaborated on editing over **80 specialised publications**, mainly focused on educational, social, legal and healthcare fields.

5.4. COURSES, SEMINARS AND CONFERENCES

Fundación Diagrama carries out courses, seminars, and congresses, both by itself and in collaboration with other organizations and public and private organisms. These actions, which usually address social, legal, healthcare and occupational integration topics, encourage the creation and spreading of knowledge, contributing to networking and social awareness.

The events organised by the foundation,

or in which its professionals have participated, in the past year include:

- Seminar “Digital transformation in social services” (Murcia).
- 25th anniversary gala of the “Labora” programme (Seville).
- I International Congress of the International Network of Older People and Prevention, with the roundtable “A new paradigm of service for NGOs: person-centred” (Madrid).
- Seminar “Model Madrid European Union 2023”.
- Conference on the examination process of the application of the Convention on the Rights of the Child in Spain (Madrid).
- Virtual reality roundtable on the awareness-raising ‘Ciudades Invisibles’ project at the Primavera Sound festival (Barcelona).
- Roundtable “Working for social integration and autonomy in supported and independent living flats. Why every young person deserves a home and a future.” At Villena Intercultural Week (Alicante).

- I Seminar on Protection and Intervention with Children (Huelva).
- II Seminar on Youth Justice in the Polígono Sur (Seville).
- V Basic Equality Training Classroom in Santander.
- II Training day on gender equality "Let's raise awareness" (Cantabria).
- Seminar "Migrant youth: Unaccompanied children" (Madrid).
- V National Congress "Dismantling Islamophobia" (Malaga).
- Roundtable "Shall we talk about mental health?" (Murcia).
- V "Night of Corporate Social Responsibility" by the Chair of Corporate Social Responsibility of the University of Murcia.
- Presentation of the study "Consumer perception of CSR in the Region of Murcia in 2023", coordinated by the Chair of Social Responsibility of the University of Murcia.
- Seminars on Outreach of the Social Work Internships of the University of Vigo.
- III "Employability, equality, and youth" training day (Murcia).
- Regional Future Workshop on Rural Development Strategy 2023-2027 (Albacete).



TRAINING AND RESEARCH AREA /
Fundación Diagrama



6

International Area

Development Cooperation

Fundación Diagrama has been working in this area since 2002, carrying out projects aimed at improving the quality of life of the population, always defending and promoting Human Rights.

Education, training, healthcare and sustainable self-management are priority areas to achieve this objective. To achieve this, the foundation works in conjunction with local counterparts with experience in their respective countries in these and other matters. These projects are developed in different countries of **Latin America and Africa**, including El Salvador, Guatemala, Nicaragua, Paraguay, Honduras, Morocco, Mali, Senegal and Kenya.

Since 2002, more than 126,000 people have been directly assisted, with more than 300,000 indirect beneficiaries of these actions.

The main **courses of action** in this field are:

- Improving the situation and the quality of life of people who live in conditions of poverty and social exclusion.
- Facilitating care, education and social and occupational integration for children and young people at social risk.

- Contributing to creating healthy living conditions in developing countries.
- Contributing to the strengthening of local counterparts, public institutions and civil society to support their work towards sustainable human development.
- Spreading information among Spanish society about the circumstances and difficulties faced by southern countries and the transformations necessary for a change.

During 2023, Fundación Diagrama carried out a development-education initiative: 'Yin-Yang: Young protagonists of social transformation for equality, stemming from the educational sphere in Cantabria', which has raised awareness among more than 200 secondary school students in this community about the social reality of countries in Central America and the problem of gender inequalities in these areas.

7

Networks and Collaborators

*Fundación Diagrama belongs to and collaborates in numerous **national and international networks**, sharing information, knowledge and values with them. These networks are formed as participatory, specialised and flexible structures, which aim to reach their comprehensive social care objective through collaboration of people, experiences and resources.*

Some of the networks to which Diagrama belongs, or works with, include:

- United Nations Economic and Social Council (ECOSOC).
- International Juvenile Justice Observatory (IJJO).
- European Voluntary Service (EVS).
- Spanish Association of Foundations (AEF).
- Spanish Childhood Organisations Platform.
- Spanish Volunteer Platform (PVE).
- National Alliance for Zero Child Poverty.
- Lares – Federation of Centres and Services for Adult Care - Solidarity Sector.
- Spanish Federation of Third Sector Associations in the field of Child, Youth and Family Care and Juvenile Justice.
- Union of Associations and Organisations for Drug Addiction Assistance (UNAD).
- National Penitentiary Social Council.
- Penitentiary Social Organisations Network (ROSEP).
- Pact for the Rights of the Child in Castile and Leon.
- Pact against Gender-Based Violence of Companies in the Valencian Community.
- Pact against Gender-Based Violence in the Valencian Community.
- Pact for Solidarity and International Cooperation of Andalusia.
- Pact for Employment in Santander.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of Andalusia.
- Childhood Organisations Platform of Andalusia.
- Andalusian Association of Social Initiative and Social Action Organisations (APAES).
- Andalusian Federation for Attention to Dependence (FAAD).
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of Murcia.
- Childhood Organisations Platform of the Region of Murcia, holding the Vice-presidency.
- Network against Poverty and Social Exclusion of the Region of Murcia (EAPN-RM).
- Lares Murcia – Association of Centres and Services for Adult Care – Solidarity Sector.
- Union of Organisations for Drug Addiction Assistance of the Region of Murcia (UMAD), holding the Vice-presidency.

- Regional Council for Foundations of the Region of Murcia.
- Regional Social Services Council of the Region of Murcia.
- Regional Childhood and Family Advisory Council of the Region of Murcia.
- Volunteer Platform of the Region of Murcia.
- Economy Circle of the Region of Murcia.
- Coordinating Committee of NGOs for the development of the Region of Murcia.
- Technical Commission for Monitoring the Euroemployment Mental Health Programme of the Region of Murcia.
- Chair of Corporate Social Responsibility of the University of Murcia.
- Immigrant Support Network of the Region of Murcia (RASINET).
- Children's Observatory of the Ombudsman of Gruegues.
- Cooperation Board of the Valencia City Council.
- Observatory of Social Violence of San Vicente del Raspeig.
- Municipal commitment for Coexistence, Social Cohesion and Interculturalism of the Paterna City Council.
- Sectorial Council for Childhood and Adolescence of the Government of La Rioja.
- Federation of Social Volunteering in La Rioja.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of the Madrid Community.
- Childhood Organisations Platform of the Madrid Community.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of Cantabria.
- Coordinating Committee of Development NGOs of Cantabria.
- Solidarity Schools Network of Cantabria.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of the Canarias Community.
- Canarian Immigration Forum.
- Childhood Organisations Platform of Castile and León.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of Castile and León.
- Network for the Protection and Inclusion of People and Families in Situations of Greater Social and Economic Vulnerability in Castile and León.
- Youth Guarantee Coalition of Salamanca.
- Local Board of Employment Organisations of Salamanca.
- Childhood Organisations Coalition of Castile-La Mancha.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of Castile-La Mancha.
- Volunteer Platform of Caudete.
- Childhood Organisations Platform of Galicia.
- Volunteer Platform of the Balearic Islands.
- Coordinating Committee of NGOs for Development of the Balearic Islands.
- Citizen Agreement for an Inclusive Barcelona from the Barcelona City Council.
- Regional Association of Third Sector Organisations in the field of Child, Youth and Family Care and Juvenile Justice of the Region of Extremadura.
- SDGs-Lab: Collaborative social innovation lab.



**AWARDS AND
RECOGNITIONS/**
Fundación Diagrama

8

Awards and Recognitions

The foundation has received over 70 national and international distinctions and awards, recognising its work and trajectory in different professional fields over the years.

CONSULTATIVE STATUS

NGO with Special Consultative Status at the United Nations Economic and Social Council (ECOSOC).



8.1. AWARDS IN SPAIN

Among the more than 50 recognitions received in Spain, the following stand out:

- Plaque of Honour of the Order of Civil Merit, awarded by the Ministry of Foreign Affairs and Cooperation (2013).
- Golden Cross of the Civil Order of Social Solidarity, awarded by the Ministry of Labour and Social Affairs (1997).
- Silver Medal for Social Penitentiary Merit, awarded by the Ministry of Internal Affairs (2014).
- Plaque of Honour of the Civil Order of Alfonso X el Sabio, awarded by the Ministry of Education, Culture and Sport due to merits in the field of education (2016).
- Bronze Medal for Social Penitentiary Merit, awarded by the Ministry of Internal Affairs for its work in socio-educational care, rehabilitation and socio-occupational orientation of convicted persons and its collaboration with the Murcia Penitentiary Centre on the implementation and development of the PRIA Programme (2022).
- Bronze Medal for Social Penitentiary Merit, awarded by the Ministry of Internal Affairs in recognition of the social and professional labour developed in Castile-La Mancha, especially with the Heliotropos Programme (2018).
- Certificate for Distinguished Service to the Region of Murcia, awarded for its committed work with children and young people in difficulty and social conflict (2009).
- Andalusian Flag for Human Values, awarded by the Andalusian Regional Government for its work with people in social difficulty in the province of Seville (2021).
- IX Justice Award of the Regional Government of the Valencian Community, awarded for its valuable dedication to education, training and occupational integration of people in difficulty or social risk (2010).

- Childhood Award in the category of Social Organisation, awarded by the Regional Government of the Valencian Community in recognition of its work in awareness raising, promotion and defence of child rights (2011).
- Honorary Distinction for Police Merit, awarded by the Regional Government of the Valencian Community (2017).
- V Human Rights Award, awarded by the Young Lawyers Association of Murcia in recognition of its work in the support and defence of Human Rights (2016).
- Laurel of Murcia Award in the Society category, awarded by the Official Association of Journalists of the Region of Murcia and the Murcia Press Association Foundation (2022).
- Andaluna Award for Child Care, in the category of Minors and Young People, awarded by the Regional Office of Equality and Social Wellbeing of the Regional Government of Andalusia for guaranteeing the rights of young people and former children in care to adequate training and professional integration (2009).
- Recognition of the Civil Guard in Cantabria, granted by the Command

Information Group (GIC) for its invaluable collaboration in this community (2020).

- Valencian Community Childhood Award in the Children Groups category for the Centre 'Sant Sebastià', for the best activity in the promotion and defence of child rights (2009).
- V Elderly People Field Award in the category of Best Elderly People Care Home to the Residence 'María de La Paz' in Nerva (Huelva), awarded by the Regional Office of Equality and Social Policies of the Regional Government of Andalusia (2015).
- Sports Merit Award in the Sports Volunteering category, awarded by the Municipal Sports Foundation of Valencia (2022).
- XXVI Andalusia Environment Award in the category of Conservation, Biodiversity, and Sustainable Development, awarded by the Andalusian Regional Government to the Youth Detention Centre 'Las Lagunillas' in Jaén for its Naturae environmental programme (2023).
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8.2. INTERNATIONAL AWARDS

Among the awards received by Fundación Diagrama in recognition of its international work, the following stand out:

- II Health Award from the Regional Government of Murcia in the category 'Social socio-healthcare responsibility', in recognition of the joint social and healthcare project developed with the association Cirugía Solidaria in the Senegalese region of Thiès.
- Diploma of Recognition awarded by the Rural Community of Sandiara for its participation in dental health intervention days in this region.
- Collaboration diploma for its contribution to the dental care project of Dentists without Borders in the communities in need in Senegal.
- Recognition by the association Cirugía Solidaria for the joint social and healthcare project developed in the Senegalese region of Thiès.

9

Additional Services

The creation and start-up of each one of these societies has been carried out within the judicial framework applicable to foundations under state responsibility, particularly according to the regulations established in article 24 of Law 50/2002, from the 26th of December, concerning Foundations; and article 24 of the Regulation of Foundations, passed by Royal Decree 1337/2005, from the 11th of November. In compliance with said regulations, they are correctly registered in the Central Commercial Registry and communicated to the Protectorate of the Ministry of Work, Migration and Social Security.

Azarbe Intervención Psicosocial, S.L.

Company created in 2005 to promote and develop centres, programmes and services working in the educational, psychosocial, therapeutic, training and socio-occupational integration fields. These services are aimed at the integration of people who find themselves in difficult or vulnerable situations or at risk of social exclusion, working with them so that they can achieve an independent, responsible and satisfactory lifestyle.

Protec, S.A.

Protec S.A. is an organisation that was created in 2003 with the goal of offering complete security services, specialised and individual, guaranteeing the full safety of the people it works with. Under the commercial brand **United Safe Care**, it offers protection services for people, along with surveillance and protection of goods, establishments, shows and conventions. It is registered in the Registry of Security Companies of the General Direction of the Police of the Spanish Ministry of Internal Affairs, with the number 3,113.

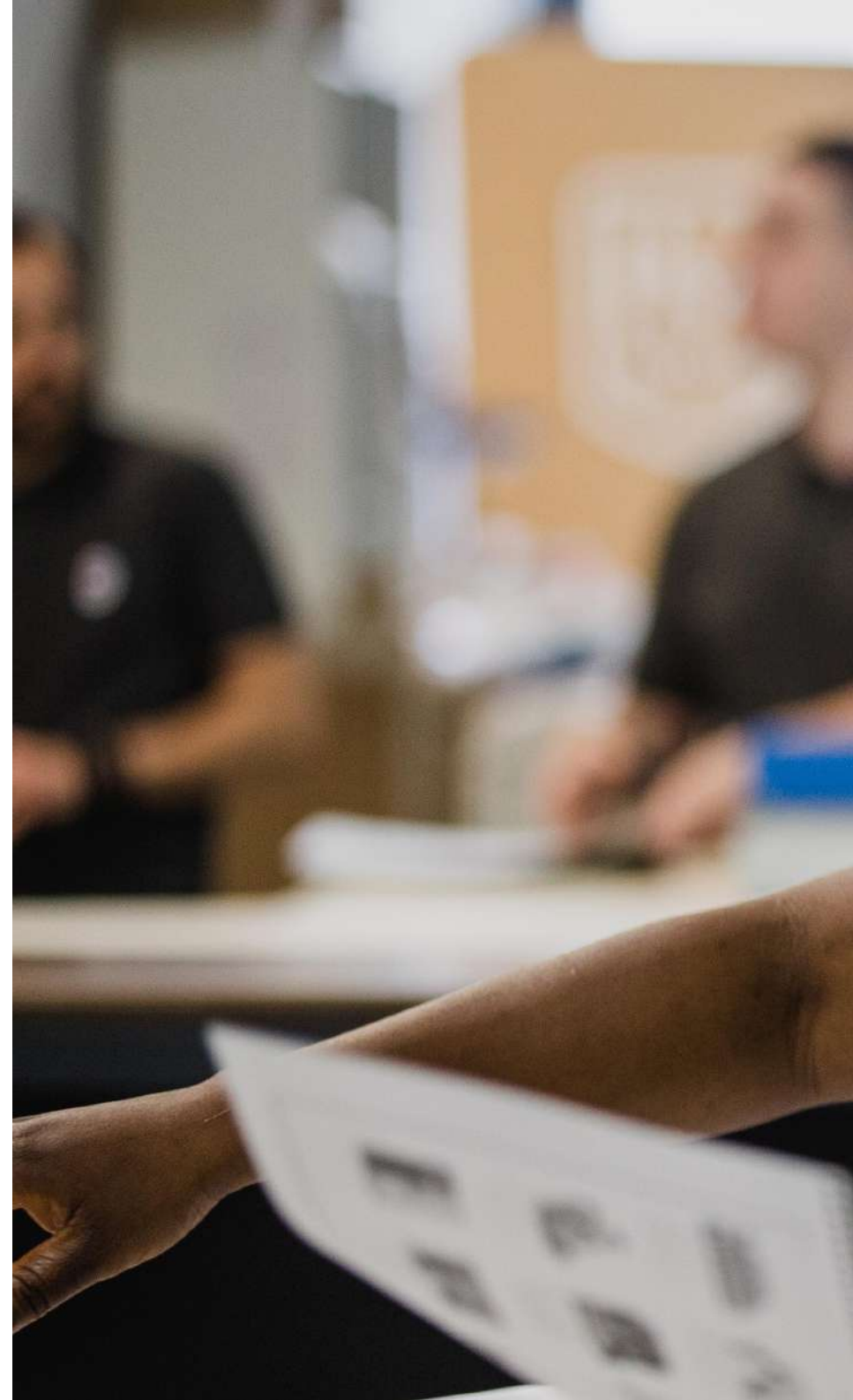
Zekia Servicios Auxiliares, S.L.

Company created in 2014 with the goal of offering auxiliary services in public or private buildings and properties, such as management assistance, reception, transit and access control, and maintenance of facilities. Zekia also offers general services such as transportation of goods or passengers, waste management, hygiene and cleaning, laundry, food and catering, amongst others; as well as other personal assistance services for particularly vulnerable groups.

Nostrum Integra, S.L.

In 2018, Fundación Diagrama established the Nostrum Integra S.L. integration company, registered with the code 50/MU0005EL in the Administrative Registry of Integration Companies in the Region of Murcia. This organisation, which offers printing, production and publication services, collects and broadens the social work that Fundación Diagrama has been doing since 1999 under the commercial brand IM Nova. From the beginning, said printing house has been committed to vulnerable people and has promoted their training and integration into society and work.

As an integration company, **IM Nova** reinforces its training and professional development work aimed at people in situations of exclusion who need a push to reach their full integration, for which it is essential to help them better their employability. In this sense, a part of their staff is comprised of people in social difficulty. IM Nova also organises productive workshops and occupational training courses directed at this group, allowing them to acquire the necessary professional training and knowledge to enter the job market.





**ADDITIONAL
SERVICES /**
Fundación Diagrama



www.fundaciondiagrama.es