



**2010**

City of Barcelona  
**Territorial Management Report**



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Ajuntament de Barcelona

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# City of Barcelona

## Municipal Council Plenum

<b>Mayor of Barcelona</b>	<b>The Hon. Mr. Jordi Hereu Boher (PSC)</b>
1st Deputy Mayor	<b>The Hon. Mr. Jordi William Carnes Ayats (PSC)</b>
2nd Deputy Mayor	<b>The Hon. Mr. Ricard Gomà Carmona (ICV-EUiA)</b>
3rd Deputy Mayor	<b>The Hon. Ms. M. Assumpta Escarp Gibert (PSC)</b>
4th Deputy Mayor	<b>The Hon. Mr. Ramon Garcia-Bragado Acín (PSC)</b>
5th Deputy Mayor	<b>The Hon. Ms. Immaculada Mayol Beltrán (ICV-EUiA)</b>
Councillors	<b>PSC:</b> <b>The Hon. Ms. Carmen Andrés Añón</b> <b>The Hon. Ms. Montserrat Ballarín Espuña</b> <b>The Hon. Mr. Guillem Espriu Avendaño</b> <b>The Hon. Ms. Sara Jaurrieta Guarner</b> <b>The Hon. Ms. Immaculada Moraleda Pérez</b> <b>The Hon. Ms. Gemma Mumbrú Moliné</b> <b>The Hon. Mr. Francesc Narváez Pazos</b> <b>The Hon. Mr. Ramon Nicolau i Nos</b> <b>The Hon. Mr. Roger Pallarols i Taylor</b> <b>The Hon. Ms. Montserrat Sánchez Yuste</b>
	<b>CiU:</b> <b>The Hon. Mr. Gerard Ardanuy Mata</b> <b>The Hon. Mr. Raimond Blasi Navarro</b> <b>The Hon. Mr. Jaume Ciurana Llevadot</b> <b>The Hon. Ms. Teresa M. Fandos Payà</b> <b>The Hon. Mr. Joaquim Forn Chiariello</b> <b>The Hon. Mr. Eduard Freixedes Plans</b> <b>The Hon. Ms. Mercè Homs Molist</b> <b>The Hon. Mr. Joan Puigdollers Fargas</b> <b>The Hon. Ms. Sònia Recasens Alsina</b> <b>The Hon. Mr. Xavier Trias Vidal de Llobatera</b> <b>The Hon. Ms. Francina Vila Valls</b> <b>The Hon. Mr. Antoni Vives Tomàs</b>
	<b>PP:</b> <b>The Hon. Ms. Emma Balseiro Carreiras</b> <b>The Hon. Mr. Jordi Cornet Serra</b> <b>The Hon. Ms. Ángeles Esteller Ruedas</b> <b>The Hon. Mr. Alberto Fernández Díaz</b> <b>The Hon. Ms. Gloria Martín Vivas</b> <b>The Hon. Mr. Xavier Mulleras Vinzia</b> <b>The Hon. Mr. Alberto Villagrasa Gil</b>
	<b>ICV-EUiA:</b> <b>The Hon. Ms. Elsa Blasco Riera</b> <b>The Hon. Mr. Joaquim Mestre Garrido</b>
	<b>ERC:</b> <b>The Hon. Ms. Ester Capella Farré</b> <b>The Hon. Mr. Xavier Florensa Cantons</b> <b>The Hon. Mr. Ricard Martínez Monteagudo</b> <b>The Hon. Mr. Jordi Portabella Calvete</b>

## **Government Commission**

<b>President</b>	<b>The Hon. Mr. Jordi Hereu Boher (PSC)</b>
Members	<b>The Hon. Ms. Carmen Andrés Añón (PSC)</b> <b>The Hon. Ms. Montserrat Ballarín Espuña (PSC)</b> <b>The Hon. Ms. Elsa Blasco Riera (ICV-EUiA)</b> <b>The Hon. Mr. Jordi William Carnes Ayats (PSC)</b> <b>The Hon. Ms. M. Assumpta Escarp Gibert (PSC)</b> <b>The Hon. Mr. Guillem Espriu Avendaño (PSC)</b> <b>The Hon. Mr. Ramon Garcia-Bragado Acín (PSC)</b> <b>The Hon. Mr. Ricard Gomà Carmona (ICV-EUiA)</b> <b>The Hon. Ms. Sara Jaurrieta Guarner (PSC)</b> <b>The Hon. Ms. Immaculada Mayol Beltrán (ICV-EUiA)</b> <b>The Hon. Mr. Joaquim Mestre Garrido (ICV-EUiA)</b> <b>The Hon. Ms. Immaculada Moraleda Pérez (PSC)</b> <b>The Hon. Ms. Gemma Mumbrú Moliné (PSC)</b> <b>The Hon. Mr. Francesc Narváez Pazos (PSC)</b> <b>The Hon. Mr. Ramon Nicolau i Nos (PSC)</b> <b>The Hon. Mr. Roger Pallarols i Taylor (PSC)</b> <b>The Hon. Ms. Montserrat Sánchez Yuste (PSC)</b>
Non-elected members	<b>Mr. Pere Alcober Solanas</b> <b>Mr. Ignasi Cardelús Fontdevila</b> <b>Mr. Jordi Martí Grau</b> <b>Ms. Isabel Ribas Seix</b> <b>Mr. Antoni Sorolla Edo</b>

## Executive Committee

<b>President</b>	<b>The Hon. Mr. Jordi William Carnes Ayats</b> <b>1st Deputy Mayor</b>
Vicepresident	<b>Mr. Andreu Puig Sabanés</b> City Manager
Members	<b>Ms. Gemma Arau Ceballos</b> Manager of <b>Les Corts</b> District
	<b>Mr. Carles Arias Casal</b> Manager of Human Resources and Organization
	<b>Mr. Jordi Campillo Gámez</b> Manager of Environment
	<b>Mr. Joan Albert Dalmau Balagué</b> Manager of Prevention, Safety and Mobility
	<b>Mr. Albert Duran Escribà</b> Manager of <b>Sarrià-Sant Gervasi</b> District
	<b>Ms. Mari Carme Fernández González</b> Manager of <b>Gràcia</b> District
	<b>Ms. M. Glòria Figuerola Anguera</b> Manager of Social Action and Citizenship
	<b>Ms. Montserrat Filomeno Martí</b> Manager of <b>Horta-Guinardó</b> District
	<b>Mr. José García Puga</b> Manager of <b>Nou Barris</b> District
	<b>Mr. Víctor Gimeno Sanjuan</b> Manager of <b>Sant Martí</b> District
	<b>Mr. Mateu Hernández Maluquer</b> Manager of Economic Promotion
	<b>Mr. Máximo López Manresa</b> Manager of <b>Eixample</b> District
	<b>Ms. Mercè Massa Rincón</b> Manager of <b>Ciutat Vella</b> District
	<b>Mr. Ramon Massaguer Meléndez</b> Manager of Urban Planning and Infrastructures
	<b>Mr. Marc Murtra Villar</b> Manager of Education, Culture and Welfare

**Mr. Josep Sans Díez**  
Manager of Sants-Montjuïc District

**Ms. M. Pilar Solans Huguet**  
Manager of Finances

**Mr. Josep M. de Torres Sanahuja**  
Manager of Municipal Agency of Housing

**Mr. Miguel Angel Valdueza Romero**  
Manager of Sant Andreu District

**Mr. Eduardo Vicente Gómez**  
Manager of General Services and Territorial Coordination

**2010**

# Summary



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# Presentation

**Jordi Hereu i Boher**  
Mayor of Barcelona

To speak of territorial management is to speak of neighbourhoods. And when I think of Barcelona's 73 neighbourhoods, I am once again convinced that our city will emerge stronger from this crisis, which is so greatly affecting so many people. Because it is in the city's neighbourhoods where I see the effects of this crisis, where this abstract word has a face, but it is also in these neighbourhoods where I see the positive attitude of the people of Barcelona every day, their will to fight and not just sit back idly and do nothing.

It is this attitude that makes me feel very proud that the City of Barcelona has so tangibly demonstrated its commitment to be close to people. I think of the year 2010 and the city's neighbourhoods and many images spring to mind that show how we have been working steadily to bring a quality of life to all corners of the city and to all its citizens.

One need only recall the new children's play centre in Plaçeta del Pi, which is open to all the children and youngsters of Ciutat Vella, or the new Eixample municipal music school in the neighbourhood of Sagrada Família, or the new neighbourhood nurseries in El Clot, Sants, El Coll, La Verneda i La Pau, La Bordeta, Montbau, La Sagrera, Vallvidrera, Tibidabo i Les Planes or Roquetes. Do you know what it means for the families of these neighbourhoods to have the opportunity to reconcile work and family life? Do you know what it means for a father or mother to have the peace of mind that their child is receiving professional quality human education?

I also think of the elderly and recall the Casanelles or Quatre Cantons day centre for senior citizens, or the Spring for Senior Citizens programme in the Eixample, which celebrated its 22nd edition in 2010. Magnificent opportunities and ideal places to meet, enjoy organised activities, make new friends and enjoy some company. Or the day centres in the neighbourhoods of Can Gili Nou, Vila Olímpica or Poblenou, which help to promote social and association life in the city.

What about sport? Making sport a lifestyle is not just a slogan. This can be seen in the city's new municipal sports centres in Horta, Mundet, Ciutadella Park or Cotxeres Borbó. All of these centres are providing first class amenities for all people to keep fit, have fun and promote the best values of sport. I cannot help but smile when I also recall all the festivals that I had the pleasure to attend in the neighbourhoods, or other popular celebrations such as the festivals of Sant Froila, Els Tres Tombs and Sant Medir or the Aplec festivities in Roquetes. Because even though they are organised by neighbourhood committees, organisations or associations, the City of Barcelona is always there at their side, providing support and collaboration. This is also territorial management. This is also encouraging social cohesion.

Another example of our commitment to neighbourhoods and improving accessibility is the installation of an escalator and two inclined elevators in Carrer Telègraf in the neighbourhood of El Guinardó. Again I pose the question: Just imagine how these have improved the mobility of residents in the area, senior citizens and families who need to travel up and down with their children's strollers?

Or the second stage of the Cases Barates (Cheap Housing) project in Bon Pastor, a neighbourhood that has been greatly transformed in recent years with the many improvements it has undergone, such as the arrival of the Metro, which means it can now face the future with confidence.

Territorial management in Barcelona is synonymous with management through proximity. And I can safely say that we have achieved this. We have moved from the Barcelona of districts to the Barcelona of 73 neighbourhoods. This could not be otherwise if we are to meet the challenges of the 21st century, because many of these neighbourhoods are much larger than many towns and regional capitals in Catalonia and, therefore, they need an approach through proximity.

This has been made possible because we have continued to work on mechanisms of participation that help us to listen closely to the voice of the people and the opinions and proposals of residents and organisations. But also because the new Barcelona 2.0 management model of the City of Barcelona has been successfully introduced, thanks to the strong political impetus of the municipal government and the excellence and quality of work that each and every one of its 13,000 workers has carried out. It is a new model to meet the changing needs of the people of Barcelona.

There has never been such a commitment to neighbourhoods before and there has never been such a presence in neighbourhoods before. And strolling through these neighbourhoods, I, as Mayor of Barcelona, have been able to witness for myself that we have truly kept our promise.



# Presentation

**Andreu Puig i Sabanés**  
City Manager

The main objective of this mandate was to bring the City of Barcelona closer to its citizens by strengthening the city's districts as bodies of efficient and accessible management.

Our new management model for districts, approved in March 2009, has strengthened organisational structure with a new organisational model that brings centralised policies to neighbourhoods and orders district and sector functions in those areas where the relationship was more blurred. This new organisational model of districts has increased the number of technical officers and encourages versatility in work teams, while incorporating new bodies and new figures to help orientate work towards neighbourhoods.

In this new organisational structure, the District Executive Committee formalises and facilitates the relationship between political structure and territorial executive structure. At the same time, it has become a central element in the new scenario of neighbourhood proximity and increased political activity in the area.

This change in the territorial management model has allowed for the strengthening of district structure with the creation of four departments to streamline dialogue with relevant sectors and ensure the efficient operation of the municipal management matrix model, a model based on the establishment of service agreements with sectors to ensure that demands are met promptly.

As part of the logic of aligning the intensive production of services with functional sectors, the organic dependence of social services centres and citizens' service offices has been changed, although without changing their territorial location. This change has resulted in the implementation of improved service processes, the adaptation of opening hours and a more structured and balanced offer throughout the city.

The changes have also been aimed at strengthening technical positions in terms of prevention and participation. In this sense, the new figure of Neighbourhood Officer, representing the City of Barcelona for citizens and organisations in the 73 neighbourhoods of Barcelona, has helped to improve relations between the City of Barcelona and organisations, associations and citizens in the neighbourhoods, as the responsibility of this figure is to draw up and follow the strategic plans of the each neighbourhood, coordinate neighbourhood laws and develop community plans.

This entire process will allow us to acquire direct knowledge of the real problems of citizens in their everyday lives, as well as help us to anticipate the emergence of possible problems of social cohesion or coexistence in public spaces.



# The Barcelona of Neighbourhoods

Since 1984, Barcelona has been divided into ten districts as a way to decentralise management and citizen participation and to implement policies that will correct the imbalances between the various areas of the city: Ciutat Vella, L'Eixample, Sants-Montjuïc, Les Corts, Sarrià-Sant Gervasi, Gràcia, Horta-Guinardó, Nou Barris, Sant Andreu and Sant Martí.

In recent years, the municipal authority has been determined to increase the proximity of municipal actions by revising its model of territorial management. To achieve this, the local orientation of central policies has been boosted, the structure of the districts has been strengthened and the circumstances of the 73 neighbourhoods in the city have been analysed in depth. The increase in the autonomy of the districts prompted the creation of the Territorial Committee, the function of which is to co-ordinate the action taken by district offices, which have powers and responsibilities in the realms of urban development, public thoroughfares and infrastructure maintenance.

## The Neighbourhood, the Heart of the District

The neighbourhood is the space shared by residents. It is the place where they forge relationships with each other and establish mutual understanding and knowledge. In order to foster social cohesion in neighbourhoods, access has been facilitated to the various services and amenities, all of which must be of a high standard of quality, and constant dialogue has been maintained between the government and citizens. The addition of the new post of Neighbourhood Officer in September 2009, as well as Neighbourhood Council Member, has helped improve and make this communication more accessible, with the appointment of a technical representative providing an overall view of what is happening in each territory.

At the same time, neighbourhood councils have been promoted as the chief bodies for participation and proximity to residents on every issue related to neighbourhoods. Though councils of this nature already existed in three districts – L'Eixample, Gràcia and Sant Andreu – they were set up on 28 October 2009 in every district in the city. Future plans based on five major areas have been developed within these councils and monitoring committees and these have set out the main strategic courses of action to follow over the next decade in each of the 73 neighbourhoods of the city.

## Governing Bodies

The representative body for territorial policy and collective participation is the district council. The members of this body are designated in accordance with the votes won in the district constituency by the political party to which they belong.

The district council is presided by a councillor, appointed by the mayor, who chairs the plenary sessions and acts as the council's spokesperson. The district councillor holds executive powers for the district and also takes part in the council meeting and may speak but not vote on measures, as is also true of councillors ascribed to the territory by the municipal groups and appointed by the mayor as representatives of the municipal Plenum on the council.

One of the powers of the district council is to approve the district action programme (PAD) of each mandate. The meetings of the district council that are open to the public are organised by the board of spokespersons, consisting of the district councillor and spokespersons from the political groups represented on it.

The chief executive politician is the district councillor, who manages administration and staff, inspects works and services, attends to the management of municipal services and fosters relations between the City of Barcelona and civil movements. The district councillor also appoints the district council members who, with him or her, make up the governing committee, which meets once a month in ordinary sessions and assists him or her in his or her role as director.

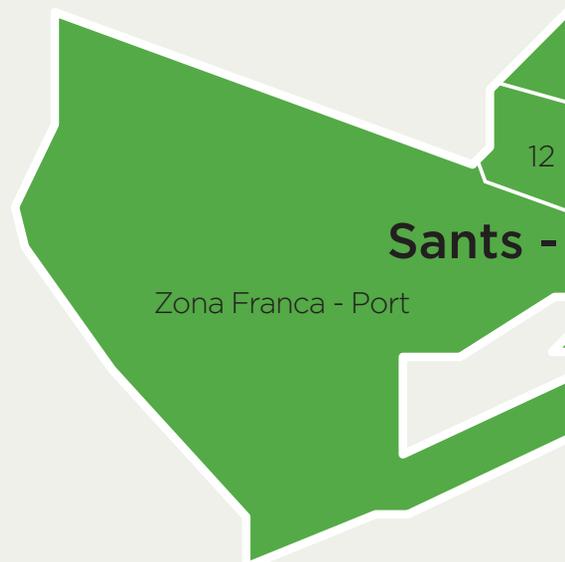
In addition, for the purposes of information and to encourage citizen participation, governing consultative committees have been set up, either as permanent bodies or otherwise depending on the issues concerned. Alongside these political bodies are the district management teams, which have an executive role and coordinate with municipal bodies and other institutions.

This new organisational model includes four divisions: General Services, Licensing and Public Space Services, Territorial Services and Services to People. The district board coordinates regional action from an executive level and comprises the 10 district management teams coordinated by the Office of General Services and Territorial Coordination.



## The Neighbourhoods of Barcelona

- |   |  |  |
|---|--|--|
| 1. El Raval                               | 30. La Salut                           | 64. El Camp de l'Arpa del Clot                   |
| 2. El Barri Gòtic                         | 31. La Vila de Gràcia                  | 65. El Clot                                      |
| 3. La Barceloneta                         | 32. El Camp d'en Grassot i Gràcia Nova | 66. El Parc i la Llacuna del Poblenou            |
| 4. San Pere, Santa Caterina i la Ribera   | 33. El Baix Guinardó                   | 67. La Vila Olímpica del Poblenou                |
| 5. El Fort Pienc                          | 34. Can Baró                           | 68. El Poblenou                                  |
| 6. La Sagrada Família                     | 35. El Guinardó                        | 69. Diagonal Mar i el Front Marítim del Poblenou |
| 7. La Dreta de l'Eixample                 | 36. La Font d'en Fargues               | 70. El Besòs i el Maresme                        |
| 8. L'Antiga Esquerra de l'Eixample        | 37. El Carmel                          | 71. Provençals del Poblenou                      |
| 9. La Nova Esquerra de l'Eixample         | 38. La Teixonera                       | 72. Sant Martí de Provençals                     |
| 10. Sant Antoni                           | 39. Sant Genís dels Agudells           | 73. La Verneda i la Pau                          |
| 11. El Poble-sec                          | 40. Montbau                            |  |
| 12. La Marina del Prat Vermell            | 41. La Vall d'Hebron                   |  |
| 13. La Marina de Port                     | 42. La Clota                           |  |
| 14. La Font de la Guatlla                 | 43. Horta                              |  |
| 15. Hostafrancs                           | 44. Vilapicina i la Torre Llobeta      |  |
| 16. La Bordeta                            | 45. Porta                              |  |
| 17. Sants-Badal                           | 46. Turó de la Peira                   |  |
| 18. Sants                                 | 47. Can Peguera                        |  |
| 19. Les Corts                             | 48. La Guineueta                       |  |
| 20. La Maternitat i Sant Ramon            | 49. Canyelles                          |  |
| 21. Pedralbes                             | 50. Les Roquetes                       |  |
| 22. Vallvidrera, el Tibidabo i les Planes | 51. Verdum                             |  |
| 23. Sarrià                                | 52. La Prosperitat                     |  |
| 24. Les Tres Torres                       | 53. La Trinitat Nova                   |  |
| 25. Sant Gervasi-La Bonanova              | 54. Torre Baró                         |  |
| 26. Sant Gervasi Galvany                  | 55. Ciutat Meridiana                   |  |
| 27. El Putget i el Farró                  | 56. Vallbona                           |  |
| 28. Vallcarca i els Penitents             | 57. La Trinitat Vella                  |  |
| 29. El Coll                               | 58. Baró de Viver                      |  |
|   | 59. El Bon Pastor                      |  |
|   | 60. Sant Andreu                        |  |
|   | 61. La Sagrera                         |  |
|   | 62. El Congrés i els Indians           |  |
|   | 63. Navas                              |  |





# 2010

5 SARRIÀ-SANT GERVASI



6 GRÀCIA



7 HORTA-GUINARDÓ



4 LES CORTS



3 SANTS-MONTJUÏC



2 L'EIXAMPLE



1 CIUTAT VELLA



10 SANT MARTÍ



8 NOU BARRIS



9 SANT ANDREU





# Ciutat Vella

Councillor:

**The Hon. Ms. Assumpta Escarp Gibert**

Manager:

**Ms. Mercè Massa Rincón**

**Ciutat Vella is the first district in Barcelona and its chief characteristics are its importance in the city's history and its central location. It covers a surface area of 449.43 hectares, or 4.5% of the municipality, making it the smallest district in the city after Gràcia. The population of Ciutat Vella is almost 107,000 inhabitants. Ciutat Vella contains four neighbourhoods: three of them - El Raval, El Gòtic and Sant Pere, Santa Caterina i La Ribera - form the city's old quarter, and the fourth is the neighbourhood of Barceloneta. Barceloneta is in the south of the district. The most recent of the district's neighbourhoods, it was built in the 18th century in order to rehouse residents of La Ribera because of the construction of the Ciutadella, or citadel. In the west lies El Raval, which developed alongside the country roads outside the city's walls. It was here that the Industrial Revolution began in the 19th century. In the centre is El Gòtic, the Gothic quarter, Barcelona's oldest urban area, and to the east is Sant Pere, Santa Caterina and La Ribera, areas that were built when the city expanded in the Middle Ages. The urban territory of Ciutat Vella is a lively nerve centre that is a reference for the entire city due to the confluence of the circumstances of its four neighbourhoods. The relationship between these neighbourhoods cannot be comprehended without understanding the combination of past contributions and present actions.**

Ciutat Vella is a testing ground for the rest of the city and its challenge is that of introducing innovations, designing policies and managing programmes and actions to provide responses to the constant string of events and phenomena in our society that have an impact first and foremost in this district. The main areas of action this year were improvements in public spaces, security, services for citizens, the reestablishment of government authority and the consolidation of services that are easily accessible to residents.

Highlights this year were the opening of major amenities such as the Ciutadella Park Sports Complex, Gòtic-Andreu Nin Library or children's play centre in Plaçeta del Pi. Another important action was the approval of the new **Ciutat Vella Plan on Uses**, incorporating various new initiatives with the aim of achieving a coherent distribution of activities based on the specificities of the area's different parts. Other measures were implemented to ensure smooth deployment of this regulation, including the opening of **Espai Crea**, the Ciutat Vella Company Creation Office, offering a comprehensive service to entrepreneurs, and the publication of census activities affected by this regulation.

Government authority was also strengthened by introducing campaigns of control and inspection on issues that negatively affect the territory, such as illegal tourist apartments, greater control of problematic nightlife establishments or unlicensed souvenir establishments.

On 29 October, the **Government Measure for a Ciutat Vella Pact** was presented at the City of Barcelona Plenum. This measure, together with the establishment of the Ciutat Vella Agency, addresses a new stage in the district through a strategic pact between political, social and institutional powers. Its aim is to recognise the specificity of Ciutat Vella according to its central location and it proposes a new management model with powers in areas such as urban planning, security,

education, mobility or the management of immigration policies.

## Social Cohesion and Services for People

### Education

Support continued for the strategic direction of the educational network for 0 to 18 year olds and collaboration continued for the work carried out by educational centres, displaying a clear commitment to improving the quality of basic education and providing a balanced educational offer.

A new building was opened in Plaçeta del Pi to house the educational services of the area and rehabilitation and improvement works were completed at the following schools:

- CEIP Castella primary school
- CEIP Collaso i Gil primary school
- CEIP Rubén Darío primary school
- CEIP Pere Vila primary school
- IES Miquel Tarradell secondary school
- IES Pau Claris secondary school
- IES Joan Salvat-Papasseit secondary school

• **Education Plan for the El Raval Area.** Work continued on the plan, maintaining its strategic lines to support the additional needs of the school curriculum and activities related to the use of Catalan as a working language.

• **Free Time.** Work continued on promoting after-school clubs for children and the summer holiday campaign aimed at children and teenagers, as well as a campaign for winter school vacations.

• A **children's play centre** was opened in **Plaçeta del Pi**, the first such centre to be managed by the district.

• The **Palau Alòs youth day centre** was also opened, the first such centre to be managed by the district.

• Various activities aimed at encouraging boys and girls to make the most of their free time were carried out within the framework of the **Franja Project** initiative.

## Social Services and Public Health

- **Home Care Service.** It is worth noting the increase (16.19%) in the number of people attended, which was the result of municipal budgetary increases for the service. [See Table 1]

- **Social Services Centre.** A new social services centre was opened at Carrer Carme 101 in El Raval. Based on the new management model implemented this year, it has contributed to greater accessibility for users and dignified care for citizens.

- **Integrated Social Security Office.** Construction work was almost completed on the building at Carrer de l'Arc del Teatre 63-65, which will house the Integrated Social Security Office (OISS). The building is unique in the area and comprises a basement, ground floor and six upper floors, two of which have a smaller surface area. Reurbanisation of the area has also begun and a new public space was created, since the base of the new building occupies a smaller surface area than the previous facility, the former Carme market.

## Promotion of Citizens' Issues and Culture

### Women

- The conclusions of the **Women's Congress** held at the end of 2009 were implemented.

- The **Women of the World work commission** was created with the aim of facilitating the exchange of culture and knowledge between women in the district.

- Participation in the **Commission against Gender-Based Violence**.

### Senior Citizens

- The lines of work incorporating the **concept of active ageing** continued to be applied in order to promote the independence and participation of senior citizens in the community.

- A new organisational initiative for nursing homes based on **participatory committees** was implemented.

- Participation in **designing the internal regulations of nursing homes** in the City of Barcelona.

- **Forums on senior citizens** were organised in various district

Table



### Social Services Centres

Social Services Centres	2010	2009	Variation	%
Number of Users Attended To	7,617	7,226	391	5.41
Number of Days on Waiting List for First Visit	16.6	17	-0.4	-2.35
<b>Home Care Service</b>				
Number of Homes Receiving Service	1,436	1,308	128	9.79
Average Number of Hours per Week in Homes Served	4.70	4.69	0.01	0.21

Table



### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	1,948	1,463	485	33.15
Number of Communications Resolved	1,639	1,356	283	20.87
Number of Communications Pending	157	78	79	101.28
<b>Citizens' Service Office (OAC)</b>				
Total Number of Visits	117,618	129,097	-11,479	-8.89
% of People Attended To in <10 minutes	77.13	85	-7.87	-9.26



neighbourhoods and preliminary work was done to prepare the contents of the convention entitled **"The Voices of Barcelona's Senior Citizens"**.

- **Renewal of the licenses of the five nursing homes** in the district.
- The **Meals with Company** service was transferred to the Municipal Institute for Social Services.

### Facilities

- **Renewal of the licenses of the four civic centres** in the district (Drassanes, Barceloneta, Pati Llimona and Convent de Sant Agustí) and the centres were also refurbished.
- **Enlargement of the Pati Llimona Civic Centre**, in Carrer Regomir, and its Functional Plan was redesigned.
- The **Santa Creu i Santa Pau Library** was refurbished.
- The new **Gòtic-Andreu Nin Library** was opened on the ground floor of the former Gran Hotel Falcón in Plaça Teatre.



### Retail Trade Promotion

- The strengthening of policies of proximity through Neighbourhood Officers led to the creation of **new retail trader federations**: Raval7, in the Raval neighbourhood, and Mercè and Call Jueu Federations, in the Gòtic neighbourhood.
- Special **street shopping days** were organised throughout the entire district, highlighted by those held for the first time in Carrer Magdalenes and those organised by the Raval Shopping Association and Raval7. The Second World Rice Show was also held in Rambla del Raval and the Carrer Sant Pere Més Baix street festival.
- The **Digital Guide of Retail Traders and Bars and Restaurants of Barceloneta** was created, including most of the establishments in the neighbourhood divided into eleven categories according to their activity. The guide's website ([www.barcelonetapladebarris.cat/guiadigital](http://www.barcelonetapladebarris.cat/guiadigital)) went online in November and a census of economic activities in the area was also created.
- Participation in the **Move into the Neighbourhood** programme, initiated by Foment de Ciutat Vella SA in October to promote the introduction of retail establishments in closed spaces in



the neighbourhoods of Sant Pere, Santa Caterina i La Ribera and Barceloneta. The programme was managed by Espai Crea.

- **Espai Crea. Ciutat Vella Company Creation Office**. This information, advisory and procedural office was opened for people wanting to begin or improve on an economic activity in the district. Another of its functions is the introduction of a special plan for public, hotel and catering premises and other activities in Ciutat Vella, otherwise known as the **Plan on Uses**.

### Citizen Participation

- The implementation of **The Barcelona of Neighbourhoods** project was continued with the formation of councils for the district's four neighbourhoods and their respective monitoring committees.
- **Participatory processes** were announced for certain urban initiatives contained in the district action programme (PAD), such as the area around Plaça Isidre Nonell, in the Gòtic neighbourhood, or Carrer Joaquín Costa, in El Raval. Other participatory processes were announced for the management and functioning of specific amenities, such as Palau Alòs, in the old town.

### Urban Development, Works and the Public Space

Work continued on initiatives that are already underway in both urban planning and public amenities.

- **Palau Alòs**. Refurbishment of this historic building at Carrer Sant Pere Més Baix 55 to transform it into a multipurpose social amenity. It will house a municipal nursery, youth centre and school for adults.
- **Picasso Museum Annex Building**. Construction of an independent annex building for the Picasso Museum.
- **Buildings in Carrer Regomir**. Complete refurbishment of the building at Carrer Regomir 7-9, which will allow for the enlargement of the **Pati Llimona Civic Centre**, located in an adjoining building at number 3 in the same street.

- **Carrer Joaquín Costa.** Reordering in stages of public space to prioritise pedestrian traffic, install a network of pneumatic waste collection, renovate urban furniture, plant trees and improve service supply networks.
- **La Seca Building.** Complete refurbishment of the building of the former mint located at Carrer Flassaders 40 in order to house a cultural facility.
- **Car Park in Plaça Gardunya.** Construction work began on 13 September to build an underground car park in Plaça Gardunya and a logistics area for the Boqueria market.
- **Plaça Salvador Seguí and Carrer Espalter.** Urbanisation of immediate surroundings of the new Filmoteca de Catalunya, which is being built by the Catalan government and is in its final stage. The work has involved new surfacing and urban furniture, as well as improvements in public wiring and service networks.
- **Employment and Local Sustainability State Fund Project (FEOSL).**
  - Construction of collective amenities in Carrer Reina Amàlia 33-35, next to Plaça Josep M. Folch i Torres: the **Municipal Housing Board** built a new block of apartments and **Foment de Ciutat Vella SA** will adapt the spaces at ground floor level of the new building to house communal amenities, including a neighbourhood centre and the Doctor Trueta nursing home.
  - **State Local Investment Fund (FEIL).**
    - Modernisation and preservation of the Sant Pau-Santa Creu Library.
    - Refurbishment of the building at Carrer Carme 84 bis/Riera Alta 2.
    - Complete refurbishment of the building located at Plaça del Pi 2, to house the Ciutat Vella Pedagogical Resource Centre and a children's play centre.
    - Complete refurbishment of the building located at Carrer Ciutat 9, earmarked for social housing.
    - Installation of an elevator to enter the garden of Casa Ignacio de Puig from Carrer Aroles.
    - Remodelling of the annex chapels in the cloister at Convent de Sant Agustí into exhibition spaces.

- Complete refurbishment of the building located at Carrer Comerç 38.
- **Squares in Barceloneta.** Actions to improve the following squares: Maquinista, Pompeu Gener and Antoni Genescà i Corominas.
- **Casa del Porró.** Refurbishment of the building located at Carrer Sant Carles 6 to convert it into a new facility for the Barceloneta neighbourhood.
- **Barceloneta Neighbourhood Plan.** This was the second year of the plan. The total budget of the complete action project increased to 16.11 million euros, financed in equal parts by the Catalan Government and City of Barcelona. This year saw the completion of the **improvement works of the Barceloneta Civic Centre**, which comprised the creation of a new reception area, the redistribution of spaces, improvements in various rooms and spaces and improvements in accessibility to enter the building.
- **Raval Sur Neighbourhood Plan.** The Raval Sur Neighbourhood Plan is an initiative of the City of Barcelona and was chosen by the Catalan Government on 22 June to receive a grant through its Law on Neighbourhoods.  
The complete project will be carried out in the next eight years. Its total budget is 15 million euros, 7.5 of which will be provided by the Catalan Government through its Law on Neighbourhoods and the other 7.5 million by the City of Barcelona as the initial promoter of the project.

## The Public Space

- **Regulation of Human Statues on La Rambla.** The law regulating the activity of human statues on La Rambla was passed with the aim of improving their quality and limiting their activity. It comprises 15 authorised points, with day and afternoon shifts, in the central area of La Rambla, between the Boqueria market and Plaça Arc del Teatre. The selection process will evaluate CVs and a lottery process will select the final candidates.
- The **special plan for public, hotel and catering premises and other activities in Ciutat Vella**, otherwise known as the **Plan on Uses**, was approved by the Council Plenum of the City of Barcelona on 23



July 2010. The plan is an urban tool to guarantee a variety of uses in Ciutat Vella, defend neighbourhood life and promote a boost in the economy. The plan's aim is to provide balance to the myriad of activities in the area, encourage renewal and improve establishments without increasing their number, as well as providing a boost for investment, although always taking into account the needs of coexistence.

- **Ciutat Vella Activity Census.** Together with the drafting of the Plan on Uses, a Ciutat Vella activity census was carried out, including all the regulated activities in the district and available online for consultation: [www.bcn.cat/ciutatvella](http://www.bcn.cat/ciutatvella).

- **Security on La Rambla.** Police presence was increased to fight against crime, theft, robbery and fraud, as well as against street vendors and in response to complaints about sexual services, to fight against alcohol consumption, trouble in public spaces, antisocial behaviour and con artists. The summer of 2010 was the first to have video surveillance cameras. The cleaning service was extended and, consequently, maintenance of public spaces, roads and pavements was improved, some trees that were in poor condition were replaced and improvements were made to fountains and lighting.

- To celebrate the 50th anniversary of the Association of Friends, Neighbours and Retail Traders of La Rambla, the City of Barcelona submitted to the Plenum an institutional declaration to promote the candidacy of La Rambla as a **UNESCO Intangible Cultural Heritage of Humanity**.

- **Government measure to improve the public space in the city.**

- Transfer of private land for public use.
- Construction of new playgrounds and improved lighting in the following squares: George Orwell, Vila de Madrid and Isidre Nonell.

- Urban design initiative with preventative criteria in both public spaces and the spaces of residential buildings.

- Campaign to replace protection nets on building façades in poor state with specific vertical ones.

- Since the introduction of organic waste collection, 12 environmental educators

carried out a public awareness campaign on the new collection system for three months in the neighbourhoods of El Raval and El Gòtic.

- Two agreements were signed with cultural bodies in the district to stage performances in public spaces: one with Escola Massana, to provide an artistic boost to the public space around the Boqueria market, and one with Escola Elisava, to carry out an accessible intervention project that will create dynamics to ensure sustainability.

- **Regulating Tourist Apartments.**

The implementation of this government measure was continued and inspections were carried out to close any apartments operating without a licence. Three termination orders were issued, which led to the closure of 21 illegal tourist apartments.

- **Souvenir Establishments.** The campaign to inspect and monitor these outlets continued in compliance with the special plan governing establishments selling souvenirs. Action was taken on all those outlets that were operating without a proper licence.

- **Noise Control in Public Premises.** The campaign was implemented, with special emphasis on Ciutat Vella, where most of the nighttime leisure venues in the city are

located. The various aims of the campaign included a resolve to determine the degree of compliance with the rules governing establishments and to consolidate actions taken in previous years.

- **Summer Action Plan for Civic Behaviour and Coexistence.** The aim of this plan was to mitigate the inappropriate use of public space and non-civic behaviour, as well as to provide a new boost to neighbourhood involvement through leisure and cultural activities.

- **Improvement Plan for Plaça Villa de Madrid.** This was culminated by 14 initiatives that were agreed upon after dialogue and consensus with neighbours, all aimed at improving the use of the square. A children's playground area was created and a surrounding fence was installed, including benches and seats. The parking of motorcycles was restricted in the entire square and in Carrer Francesc Pujols and the following two streets were urbanised: Canuda and Bertrellans.

- **Closure of Boqueria Market Arcades.** The arcades of the Boqueria market were closed for the night with the installation of 10 metal gates in order to protect the market space, ensure that it is used correctly and maintenance is carried out during the night.



Table

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## Indicators

Population Figures	2010	2009	% Variation
Total Population	106,873	109,847	-2.71
Male	56,475	58,488	-3.44
Female	50,398	51,359	-1.87
0 - 14 years old	11,176	10,968	1.90
15 - 24 years old	10,065	10,742	-6.30
25 - 64 years old	69,346	71,429	-2.92
65 and over	16,286	16,708	-2.53
<b>Education – Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	455	447	1.79
<b>Public Primary Schools (CEIP)</b>			
Number of Pupils in Nurseries + Primary Schools	3,119	3,023	3.18
<b>Public Secondary Schools (IES)</b>			
Pupils in Compulsory Secondary Education	1,327	1,254	5.82
<b>Vocational Training Centres (FP)</b>			
Number of Enrolled Students	1,359	1,674	-18.82
<b>Youth Plan</b>			
Number of Pupils who Completed the Programme	155	176	-11.93
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	479,654	369,157	29.93
<b>Civic Centres</b>			
Number of Civic Centres		4	
Barceloneta Number of Participants	6,266	2,025	209.43
Drassanes Number of Participants	4,685	2,255	107.76
Convent Sant Agustí Number of Participants	8,918	3,650	144.33
Pati Llimona Number of Participants	7,022	3,872	81.35
<b>Events for Senior Citizens</b>			
Number of Workshops	856	250	242.4
Participants	11,247	2,775	305.3
Number of Activities in the Neighbourhood	218	257	-15.18
Number of Attendants in the Neighbourhood	6,624	7,319	-9.50
<b>Sport – Sports Amenities and Promotion</b>			
Number of IEM Paid-Up Members	27,066	24,335	11.22
<b>Works and Activity Licences</b>			
<b>Building Permits</b>			
Number of Applications for Major Works Permits	36	59	-38.98
Average Number of Days to Decide Major Works Permit Applications	155	268	-42.16
Number of Applications for Minor Works Permits	645	653	-1.23
Average Number of Days to Decide Minor Works Permit Applications	80	103	-22.33
<b>Activity Licences</b>			
Number of Applications	72	72	0.00
<b>Inspections</b>			
Number of Inspections Carried Out	3,314	3,485	-4.91
Number of Proceedings Launched to Pursue Sanctions	27	109	-75.23

2



# L'Eixample

Councillor:

**The Hon. Mr. Ramon Nicolau Ros**

Manager:

**Mr. Máximo López Manresa**

**This year marked the close of the Cerdà Year. Twelve months that recalled the figure and work of one of the most brilliant minds of Catalonia: Ildefonso Cerdà, creator of an urban design that represented a turning point for Barcelona. The culminating point of this commemoration was the sealing of a time capsule with a USB memory stick containing 3,276 messages from citizens about how they imagine Barcelona in the year 2159, which is scheduled to be opened on the 300th anniversary of the approval of the Cerdà Plan.**

**With over 150 years of history, the foresight of this Plan has proved to be enormously rational and effective. As a result, the network of roads in L'Eixample has managed to endure until now a steady increase in the amount of traffic and reforms carried out in recent years have given priority to pedestrians and a diversity of uses for its streets and squares. Its main roads have been converted into civic areas by enlarging spaces in which the city's inhabitants can rest or stroll.**

**There has also been gradual and significant work carried out to provide each neighbourhood with accessible amenities, such as nurseries, civic centres, libraries, social services centres and health and educational amenities. Over time, L'Eixample has become a vital and integrated space, a dynamic driving force for Barcelona and a district that is always renewing itself. It will also have underground one of Catalonia's major infrastructures: the AVE high-speed train line to France.**

The year was consolidated as a period during which the district provided more services, more amenities and better quality public spaces. Each of the six neighbourhoods in L'Eixample has a block of amenities (social services, education and culture, etc). This year, the neighbourhood of La Dreta was given a new social services centre in Plaça Tetuan and facilities at the Sant Antoni social services centre were improved with its move to Carrer Calabria 38, together with the district's Municipal Archives. The social services centre of the L'Antiga Esquerra neighbourhood also enlarged its area serving the public and administrative offices. In addition, progress was made in the construction of two new amenity buildings, one at Carrer Borrell 305 and the other at Carrer Comte d'Urgell, 145. In terms of education, the Barrufets nursery was reopened and provided places for 63 children.

Actions in the district resulted in better quality public spaces. Remodelling work began on the civic thoroughfare of Passeig de Sant Joan and complete renovation work was carried out on Gran Via between the streets of Aribau and Comte d'Urgell. At the same time, four new interior courtyards were restored, thus almost completing the network of garden areas so that all citizens of L'Eixample can have a green space within 200 metres of their homes.

## Social Cohesion and Services for People

### Education

Schools in L'Eixample began the academic year with 36,452 enrolled students, a slight increase over the previous year. Public choice was increased this year with the reopening of the EBM Barrufets nursery, thus reaching the figure of 430 public places for children aged between 0 and 3 years old.

- **EBM Barrufets.** The Barrufets city nursery (Marina 354) was reopened after a period of refurbishment. The new

nursery has five groups of children and a maximum of 63 places.

- **IES Angeleta Ferrer.** The construction work contract for the IES Angeleta Ferrer secondary school (Marina 193-195) was awarded on 25 October. The new centre will have three streams of secondary education and two streams of university preparation courses, with a capacity of 500 students.

- **EMM Eixample-Joan Manuel Serrat.** Activities began in March in the new Eixample-Joan Manuel Serrat municipal music school, located at Carrer Sardenya 368. The school has a capacity of 450 students, a surface area of 1,000m<sup>2</sup> and an audition room with 130 seats.

- **"Neighbourhood Time, Shared Time" Project.** Implementation continued of the "Neighbourhood Time, Shared Time" project in the district. The playgrounds in the schools of Ramon Llull and Fort Pius were opened and a study and action plan was created for the neighbourhoods of Sant Antoni and La Nova and L'Antiga Esquerra of L'Eixample.

- **"Friendly Path" Project.** Two thousand schoolchildren celebrated the tenth anniversary of "Friendly Path", a project that maps out a safe route to go to school and promotes more respectful use of streets and squares.

- **New School Councils.** Educational centres with a school council in L'Eixample participated in the process of renewing 50% of its members. During the month of February 2011, 50% of the representatives of public and government assisted schools in the district were renewed.

### Housing

The Housing Office this year moved to new premises at Carrer Ali Bei 13-15. The move was completed in February and opening hours are the same as the previous office in Carrer Valencia.

### Services for People

The number of households served by home care services increased by 20% this year and the number of waiting days to have an appointment in a social services centre was reduced by 10%. L'Eixample also managed to have a social services

centre in each of its neighbourhoods this year. [See Table 2.1]

The La Dreta-Fort Pienc Social Services Centre was divided in two and the new Social Services Centre serving La Dreta was opened in October at Plaça Tetuan 2, together with the transfer of the Care Team for Children and Teenagers. The L'Antiga Esquerra Social Services Centre (Mallorca 219) was renovated and enlarged and the Sant Antoni Social Services Centre was moved from its location in Carrer Manso to the Waldorf block at Calabria 38.

### Senior Citizens

The 58,260 senior citizens living in L'Eixample represent 21.6% of the district's total population.

The high numbers of participation were maintained this year, with 4,956 people participating in ongoing activities, 13,142 in courses and workshops and 7,095 in health-related activities.

Some of the programmes organised were:

- **Spring for Senior Citizens.** The 22nd edition of this series of activities for senior citizens was celebrated this year. A total of 1,198 people participated over the four days of the event.
- **Health Programme.** Including workshops on memory (11), strolls and walks (18) and workshops on emotional support for people in vulnerable situations. A total of 906 people participated this year.
- **Second Seminar on Participating in Senior Citizens' Clubs, Day Centres and Homes.** Offering a support tool for volunteer work for senior citizens.

- **FiraGran Award.** The centre for senior citizens in L'Eixample Esquerra received the FiraGran award given by the Catalan Government in social and civic fields.

- **Making of a Short Film.** The students of the first workshop on cinema for senior citizens at the Sant Antoni Day Centre made their first short film, a project in collaboration with a private production company that aimed to close the digital divide and bring senior citizens up to date with other citizens.

### Children

L'Eixample has three children's centres (Fort Pienc, Sagrada Família and Cotxeres Borrell) and these had a participation of 10,547 children aged between 3 and 12 during the year.

## Promotion of Citizens' Issues and Culture

### Women

The Women's Information and Services Point (PIAD) was moved to the third floor at Carrer Mallorca 219. A total of 870 women this year used the various services offered by the centre, 111 women participated in the working groups and 213 attended the various discussions or acts that were organised. Work also continued to promote the district's Women's Council, which initiated the programming of a series of four talks/debates entitled "Women Have Their Say". Grants were also given to 12 women's associations during the year.

Table

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### Social Services Centres

Social Services Centres	2010	2009	Variation	%
<b>Social Services Centres</b>				
Number of Users Attended To	8,970	8,121	849	10.45
Number of Days on Waiting List for First Visit	10.8	12.9	-2.10	-16.28
<b>Home Care Service</b>				
Number of Homes Receiving Service	2,621	2,177	444	20.40
Average Number of Hours per Week in Homes Served	5.52	5.30	0.22	4.15



## Sport

The month of October saw the opening of new facilities in the enlarged Sagrada Família Sports Complex.

The Sagrada Família mile-long race celebrated its 25th anniversary and over 3,300 runners participated in the Sant Antoni race. The first edition of the Sant Antoni Patina was held, as were the cross-country races for children and against gender violence, as part of the Esquerra Neighbourhood Festival.

The Fort Pienc Municipal Sports Complex also offered a sports summer course of football aimed at children between 5 and 14 as part of its summer activities for children.



## Cultural Promotion, Dissemination and Action

The proposals, shows, performances and exhibitions in civic centres attracted over 35,000 people. The tenth edition of "L'estiu a la fresca" (Cool Summer) scheduled 20 performances, including music, film, theatre, etc. and attracted 5,145 district residents.

In terms of the promotion of popular culture activities, the season of traditional dances entitled "Tardor a l'illa" (Autumn on the Block) scheduled eight workshops and performances.



- **Libraries.** The district's six libraries received 1,097,790 visitors during the year. Improvement works were carried out at the Sofia Barat Library and construction work continued on the library in the district's Esquerra neighbourhood, located in the building of amenities at Carrer Comte d'Urgell 145.

- **Civic Centres, Clubs and Associations.** The programme of cultural dissemination and information activities remained stable, as did support and coverage of the efforts of district clubs and associations (assignment of spaces, collaboration and participation in neighbourhood festivals and other celebrations during the year, etc). There were 32,239 people who enrolled in 1,994 courses and workshops this year.

## Retail Trade Promotion

Several projects were launched, among which were the Retail Trade Promotion

Board for the Sagrada Família and the creation of a retail traders association in the neighbourhood of Fort Pienc.

The Fort Pienc Neighbourhood Association is also working with the district to revitalize retail trade in the area.

Mention must also be made this year of the first edition of the Barcelona Shopping Night and launch of the Shops of L'Eixample website: [www.botiguesdeleixample.org](http://www.botiguesdeleixample.org).

Moreover, data is being gathered on shops in the district through the hiring of staff as part of the employment plan.

- **Markets.** Refurbishment of the Ninot, Sant Antoni and Encants Vells markets. Throughout the year, work was carried out to demolish the internal structures and dismantle and protect elements of historical value in the Ninot and Sant Antoni markets. The construction of retaining walls in order to begin the excavation of the foundations began in the Ninot market and excavations began in the first quarter of 2011 for the Sant Antoni market. The Sunday market of Sant Antoni has been relocated to Carrer Urgell, between Tamarit and Floridablanca, while work on the old market area is carried out.

The retaining walls were built for the new Bellcaire market and the work needed to build two basement floors to be used as a car park, loading zone and warehouses was also completed.

- **Fairs.** Promotional activities were held, such as the fashion parades in front of La Pedrera and in Plaça Universitat and charity actions such as "Escudella solidària" (Charity Soup) in Sant Antoni or the collection of toys for Three Kings Day.

This year also saw the celebration of the seventh edition of the Modernista Fair (May), Stock Clearance Fair in L'Eixample Dreta (March and October), Autumn Sales Fair in Sagrada Família (October), Crafts Fair in Rambla de Catalunya (September) and the already traditional Christmas Fair in Sagrada Família and Three Kings Fair in Gran Via (December).

- **Christmas Lights.** Christmas lighting was installed in a new area this year, Avinguda Paral·lel, which was decorated with motifs from the world of show business.

### Citizen Participation

Four meetings were held throughout the year with key players in each neighbourhood to produce a future plan document. Other important activities were:

- **District Plenum and Public Hearing.**

Four council plenums and four public hearings were held.

- **Citizens Council.** Two permanent councils (March and October) and two plenary sessions (April and November) were held.

- **Neighbourhood Councils.** L'Eixample Dreta (January and October), Sant Antoni (February and December), Sagrada Família (April and December), L'Antiga and Nova Esquerra (April and November), and Fort Pienc (July and November).

- **Sector Councils.** The following sector councils were held: Health (June and December), Retail Trade (April), Women (July) and Senior Citizens (five committees), as well as the plenary sessions of the School Council (June and December), three meetings of the Board for People with Disabilities (January, May and October) and two committees on the Environment (March and October).

- **Neighbourhood Festival Committees.** The committees were formed to organise the neighbourhood festivals of L'Eixample Dreta and Fort Pienc.

- **"Get Moving in the Park" Programme.** Games and sports activities for children and senior citizens in Joan Miró Park.

### Serving Citizens (OAC, IRIS)

The citizens' service office (OAC) managed 328,530 procedures and provided service to a total of 140,446 people in 2010, 4.6% less than the previous year. One notable point is that almost 70% of users were served in less than 10 minutes.

Regarding the IRIS (the Catalan acronym for Incidents, Complaints and Suggestions), a total of 21,834 were received from citizens and 21,369 were responded, which means that at the end of the year only 442 were pending, 39% less than in 2009. [See Table 2.2]

### Urban Development, Works and the Public Space

Maintenance work of public space was given priority and was thus intensified to replace lighting, introduce light decontamination programmes and improve accessibility to streets with narrow pavements. Renovation work was also carried out on sewers, pavements, burial of overhead power lines, installation of sound-reduced pavements and improvements in the infrastructure of parks.

Four new block courtyards were also restored, representing some 93,000m<sup>2</sup> of green space. The Barcino tunnelling machine, which is digging the tunnel for the AVE high-speed train line, is working underground in the L'Eixample district and passed the section of the Sagrada Família temple without any incidents.

Table

**2** **2**

#### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	21,834	21,186	648	3.06
Number of Communications Resolved	21,369	20,134	1,235	6.13
Number of Communications Pending	442	734	-292	-39.78
<b>Citizens Service Office (OAC)</b>				
Total Number of Visits	140,446	147,361	-6,915	-4.69
% of People Attended To in <10 minutes	69.44	63.56	5.88	9.25
Total Procedures per Year	328,530	363,194	-34,664	-9.54



### The Public Space

This year saw much work being done in the main civic areas. The three main points were works on Carrer de Balmes, remodelling of Avinguda Roma between Comte d'Urgell and Viladomat and the beginning of improvements on Passeig de Sant Joan.

- **Carrer de Balmes.** The pavement was widened between Diagonal and Carrer Aragó, lighting was replaced, more trees were planted and street corners were enlarged.
- **Avinguda de Roma.** A new civic space measuring 16,700m<sup>2</sup> was created, with garden, playground and seating areas, as well as a new square measuring 12,000m<sup>2</sup>.
- **Passeig de Sant Joan.** Its renovation will mean an extension of its pedestrian areas, more green spaces and less road traffic. The most significant changes include reducing traffic to one lane, introducing a bus lane in each direction and moving the bike lane to the middle of the road.



### Inner Courtyards

Over 6,000m<sup>2</sup> of interior courtyards were restored.

- **Enriqueta Sèculi.** Interior courtyard measuring 725m<sup>2</sup> located in Passatge Simó.
- **Bayer Block Gardens.** Measuring a total of 3,680m<sup>2</sup> and with entrances from the following streets: París, Calàbria and Viladomat. A underground car park was also built.
- **Betriu de Provença Gardens.** These gardens, measuring 1,500m<sup>2</sup>, were restored in the former Myrurgia perfume factory.
- **Former Waldorf Cinema Gardens.** Opened in November and measuring 365m<sup>2</sup>, the gardens are located in the block bounded by the following streets: Calàbria, Tamarit, Viladomat and Manso.



### Other Work Completed

- **Repairs on the side lane, facing the mountains, of Gran Via** between Comte d'Urgell and Llança and between Bailèn and Llúria.

- **Complete maintenance of Carrer Indústria** between Lepant and Castillejos.
- **Completion of the construction of the Provença-Padilla shaft**, as part of works for the AVE high-speed train line.
- **Improvements on road surface of Carrer Còrsega** between Passeig de Sant Joan and Avinguda Diagonal.
- **Improvements on road surface of Carrer Aragó** between Avinguda Diagonal and Pau Claris and between Passeig de Gràcia and Carrer Casanova.
- **Improvements on Carrer Muntaner and Carrer Villaroel** between Gran Via and Ronda Sant Antoni.
- **Maintenance on sewers in Carrer Bailèn** between Carrer Provença and Avinguda Diagonal.
- **Reurbanisation of Carrer Trafalgar** between Plaça Urquinaona and Carrer Girona.
- **Repairs on Carrer Lepant** between Carrer Rosselló and Carrer Sant Antoni M. Claret.
- **BSM car park in Carrer Valencia**, reurbanisation of the road surface and renovation of the square.
- **Maintenance of Plaça Hispanitat.**
- **New area for dogs** in the Indústria gardens (Indústria-Marina).

### Work Underway

- **Remodelling of Passeig de Sant Joan** between Arc de Triomf and Plaça Tetuan.
- **Construction of the Provença-Bruc shaft** for the tunnelling machine of the AVE high-speed rail line and commencement of work on the Provença-Enric Granados shaft.
- **Improvements on Plaça de la Sagrada Família.**
- **Urbanisation of the area around Les Arenes.**

### Planning

There were favourable reports on the following Special Urban Plans (PEU) presented at the various District Plenums throughout the year:

- Reordering of plots of amenities located in the Germanetes block (Consell de Cent, Comte Borrell, Diputació and Viladomat).
- Ordering of subsoil of the Sant Antoni market (Municipal Market Institute).

- Urban improvements to regulate the nursery amenity located in the block bounded by the following streets: Bruc, Rosselló, Roger de Llúria and Córsega.

### New Amenities

One of the most important actions completed was the opening of the so-called Waldorf block (Calàbria 38). The building was converted into the new Sant Antoni Social Services Centre and also houses the offices of the district's Municipal Archives. Other work carried out included:

- **Rainwater Deposit.** The new Urgell/Mallorca rainwater regulation deposit began functioning in October.
- **Arús Library.** The main façade was restored, the roof and interior courtyard were made watertight and the third floor was refurbished, with the installation of elevators and restoration of the fresco in the corridor.
- **Demolishment of Former Fire Brigade Building.** Located on Carrer Provença, it will in the future house the new L'Eixample Fire Brigade (provisionally located in Joan Miró Park), and it will share the premises with some spaces of Hospital Clínic; the amenities building at Carrer Comte d'Urgell 145 (library, children's play centre, nursery and civic centre) and the socio-health building at Carrer Comte Borrell 305 (La Nova Eixample Esquerra Social Services Centre and a primary health care centre managed by Hospital Clínic).
- The refurbishment of premises at Carrer Viladomat 75 to house a centre

of popular culture also began in late 2010, as well as refurbishment of the main floors of the Casa Elizalde Civic Centre.

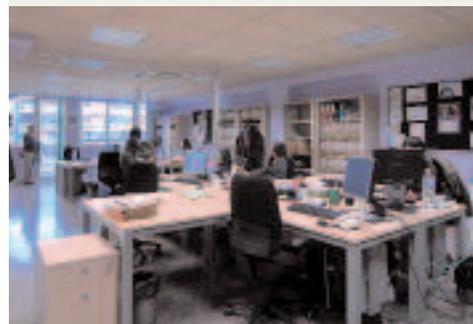
### The Environment and Environmental Policies

This area saw the opening of a new section of bicycle lane in Carrer Girona between Gran Via and Consell de Cent. The Passeig de Sant Joan bicycle lane is also currently being improved.

The Sagrada Família Environmental Classroom received an honourable mention in the Environment Awards.

### Prevention, Security and Mobility

Programmes were carried out targeting prevention, safety and mobility in holiday periods such as Easter, summer and Christmas. Continued implementation of both the programme to combat truancy and the "Open Skies" project, whose aim is to detect children at risk of consuming alcohol or drugs on the streets, in parks, alleyways or courtyards within blocks, including joint actions with the Guardia Urbana city police force and Mossos d'Esquadra Catalan police. Actions were also taken on issues concerning the relationships between neighbours through the use of mediation and other working measures were applied for the benefit of the community.



Table

**2 3**

## Indicators

<b>Population Figures</b>	<b>2010</b>	<b>2009</b>	<b>% variation</b>
Total Population	267,534	269,188	-0.61
Male	123,570	124,169	-0.48
Female	143,964	145,019	-0.73
0 - 14 years old	28,825	28,659	0.58
15 - 24 years old	22,800	23,584	-3.32
25 - 64 years old	157,839	158,685	-0.53
65 and over	58,250	58,260	-0.02
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	6	5	20.00
Number of Places	430	367	17.17
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	13	13	0.00
Number of Pupils in Nurseries + Primary Schools	5,157	5,061	1.90
<b>Public Secondary Schools (IES)</b>			
Number of Schools	4	4	0.00
Pupils in Compulsory Secondary Education	1,557	1,531	1.70
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	1,097,790	1,198,159	-8.38
Number of New Library Card Holders	14,704	15,660	-6.10
<b>Civic Centres</b>			
Number of Performances	282	306	-7.84
Number of Spectators	35,188	34,816	1.07
Number of Exhibitions	93	93	0.00
Number of Courses	1,994	1,914	4.18
Number of People Enrolled	32,239	31,877	1.14
<b>Events for Senior Citizens</b>			
Number of Members	5,507	5,512	-0.09
Number of Activities Committees	64	64	0.00
Courses and Workshops	575	487	18.07
Activities	488	573	-14.83
New Technology Workshops	61	65	-6.15
Health Activities	35	34	2.94
<b>Sport - Sports Amenities and Promotion</b>			
Number of Sports Centres	5	5	0.00
Number of Paid-Up Members	24,977	25,920	-3.64
Number of Popular Races	3	4	-25.00
Number of Participants in Popular Races	6,325	6,650	-4.89
<b>Works</b>			
<b>Building Permits</b>			
Number of Applications for Major Works Permits	128	131	-2.29
Average Number of Days to Decide Major Works Permit Applications	173	153	13.07
Number of Applications for Minor Works Permits and Communiqués	1,917	1,930	-0.67
Average Number of Days to Decide Minor Works Permit Applications	67	83	-19.28



# Sants-Montjuïc

Councillor

**The Hon. Ms. Imma Moraleda Pérez**

Manager

**Mr. Josep Sans Díez**

**Sants-Montjuïc is the third and most extensive district in Barcelona. Stretching across 2,134 hectares, it covers almost a fifth of the entire municipality. It is bordered in the south by L'Hospitalet and El Prat de Llobregat, in the north by the districts of L'Eixample and Ciutat Vella, in the west by Les Corts and in the east by the Mediterranean Sea.**

**The district includes non-residential and uninhabited areas, such as the Port of Barcelona, the Zona Franca industrial estate and the mountain of Montjuïc. The population numbers 182,914**

**residents, most of whom live in the old part of the district, located to the west of Gran Via and corresponding to the neighbourhood of Sants, which grew up along the royal road and was annexed to Barcelona in 1897, and the neighbourhood of Hostafrancs, whose residents still feel a strong sense of collective identity that dates back to 1839, when the Sants area between the Riera de Magòria gully and Plaça d'Espanya came to form part of Barcelona.**

**Densely populated and working class in character, the area was soon home to numerous associations such as brotherhoods, athenaeums, choirs, leisure and recreational societies and co-operatives. The district has always been known for the distinctive personality of its neighbourhoods, its many and varied associations and the range of social activities that take place here. It is also now noted for its wide social and human diversity.**

**The district is currently divided into eight neighbourhoods: Font de la Guatlla, Hostafrancs, La Bordeta, La Marina de Port, La Marina del Prat Vermell, Poble-sec, Sants and Sants-Badal, as well as Montjuïc and the Zona Franca Logistics Park.**

The district of Sants-Montjuïc is a territory with a long history behind it and at the same time it is brimming with innovative ideas and looks ahead to the future. The more traditional neighbourhoods, those that most zealously guard their identity, live side by side with the newer neighbourhoods, which were built in recent times and which are hoping to make their contribution to the territory as a whole. We might say that experience, tradition and future potential coexist here in a completely natural manner.

The district is currently undergoing a phase marked by a new social scenario that is the consequence of the arrival of new citizens. The new uses of the public space, the diversification of family models, the increase in life expectancy and the changes in the economy and employment are all giving rise to a new situation in the district and in the city in general.

This year the municipal authority's strategy of working towards the Barcelona of neighbourhoods acknowledges them as places of peaceful coexistence between residents due to the sense of belonging and collective involvement they generate. The new model of municipal organisation was also strengthened, with the active introduction of the agents comprising it: Territorial Services Directorate and Neighbourhood Officers, etc, as well as the setting up and functioning of the necessary bodies to fully develop this new organisation.

## Social Cohesion and Services for People

### Education

#### Promotion of Education

- **Improvements to Education Centres.**

In accordance with the Education Consortium, requests were made to improve the CEIP Francesc Macià and CEIP Miquel Bleach, involving repairs to façades and the installation of new kitchens and dining rooms, as well as playgrounds, sports facilities and workshops.

- **Enrolment committees** were also strengthened through meetings with the different agents involved, such as the Parents Association (AMPA), headmasters, Standing Committee and Plenum, etc.

- In terms of the School Council, various **training sessions for families** were held.

- **Nurseries.** The year 2009-2010 saw the move and enlargement of the EBM Collserola. The Municipal Nurseries Plan continued its work to increase the number of nurseries with the opening of the EBM El Fil, the enlargement of the EBM Guinbó and the beginning of construction work on the EBM Jaume I.

#### Support for Children

- **"Neighbourhood Time, Shared Educational Time".** Further development of this project, which aims to promote reconciliation between work and family life, strengthen and diversify quality educational activities outside of school hours, contribute to healthier use of time for boys and girls in the neighbourhood, expand the use of school facilities outside school hours and connect them with the neighbourhood to create spaces that promote intergenerational relationships and also create an accessible network with the participation of the social agents in the area. All manner of activities have been launched through this project: creative (circus, art workshops, theatre and world percussion, etc), sporting (football and climbing) and leisure.

- **Access to School Playgrounds.**

To optimise the use of school centres with sports facilities, and in some cases children activity areas, some school playgrounds have opened their doors so that all residents can use them between 10am and 2pm on Saturdays and Sundays. Four new playgrounds from the following schools joined this initiative this year: Enric Granados and Seat, in La Marina de Port; Gayarre, in La Bordeta, and CEIP Pràctiques II, in Sants. There are now a total of 10 open playgrounds in the district.

- **Children's Play Centres.** The three children's play centres in the district - Sortidor, Olzinelles and La Casa dels

Colors – continued with their range of activities and enlargement and improvement works were carried out at the Olzinelles play centre.

## Housing

- **The Special Area of Comprehensive Refurbishment (AERI) of Sants-Badal** received a contribution of four million euros from the Ministry of Development in 2010 in the form of grants for housing rehabilitation. The amount is part of the commitment to allocate AERI with a total of 17 million euros in 2008-2012, which will benefit about 14,000 homes and premises. These grants are managed by the Barcelona Housing Consortium and when they are aimed at the rehabilitation of common elements of buildings, such as elevators and façades, the grants can be up to 50% of the cost of the works, with a maximum of 6,000 euros per home or premise. In the case of interior renovations of homes, the aid can reach up to 30% of the total, with a maximum of 3,000 euros per home.

## Social Services and Public Health

### Services for People

- **Immigration.** Activities and projects were carried out in this field, especially in neighbourhoods that concentrate a greater number of newcomers. Highlights included the World Cuisines exhibition and Early Evening programme, both in Poble-sec. There were also outdoor activities such as the revitalisation of Plaça Vidriera, in La Bordeta, and the Tres Xemeneies track, also in Poble-sec. At a district level, several welcome sessions were held and work was continued on the development of the Reuniting Families programme, through which 218 households and 431 people were attended this year.

- **Public Health.** The Health Council was set up and there was participation in 11 prevention, promotion and health education programmes. A request was also made to the Public Health Consortium to plan an emergency service through CAP Manso and work was done to transfer a site at the corner of Carrer Juan de Sada and Carrer Roger

to the Catalan Government in order to move and enlarge the CAP Carreres Candi.

- **Home Care.** The number of people receiving home care through the Home Care Service (SAD) and Care Telephone Help Line increased. A total of 6,643 people were attended to, 1,123 through the SAD (126 new people) and 5,520 through the Help Line (520 new people). Social aid to people/families also increased, reaching a total amount of 141,551.56 euros (See Table 3.1)

### Senior Citizens

- A **network of day centres for senior citizens** was created, incorporating the centres of Sant Cristòfol, El Polvorí and La Capa in the neighbourhood of La Marina de Port and centres in Poble-sec and Cotxeres de Sants.

- Land was made available to the Catalan Government in Carrer Energia and Carrer Juan de Sada for the construction of amenities for senior citizens. [See Table 3.2]

- With regard to **facilitating adaptations to common elements found in homes**, 25 cases related to the installation of elevators were processed.

- **Senior Citizens Health Fortnight.** For its 20th edition, the event included activities, workshops and urban circuits to promote social interaction and physical exercise, with 280 people registered.

## Promotion of Citizens' Issues and Culture

### Women

- Services provided through the **Women's Information and Services Point (PIAD)** increased and dissemination was improved.

- The **District Women's Council** now has 21 committees and some of its activities were subsidised.

- Twenty-two proposals were received in regards to **applying gender policies across departmental and other borders.**

- Ten activities were held within the framework of the **Women and Health** project.



### Youth

- The implementation of the **Youth Plan** continued throughout the year in every neighbourhood in the district
- The **network of spaces for young people** was consolidated and its activities were progressively increased with the incorporation of the Casa del Mig Multimedia Point and El Sortidor Civic Centre Youth Evening. The district now has five spaces for young people.
- Work was carried out on creating a **territorial platform for the network of youth associations** and various meetings were held with this aim in mind, mainly with leisure education organisations from the neighbourhoods of Sants, Hostafrancs and La Bordeta.

### Sport

- Various improvements were made at the Ibèria and La Bàscula football grounds, both located in La Marina de Port, and the La Satàlia ground in Poble-sec.
- The Catalan Government built a new artificial turf football pitch in Carrer Energia on land transferred by the City of Barcelona.

### Culture

- As in previous years, there was collaboration in the celebration of **neighbourhood festivals in the district**. Especially noteworthy were the celebrations in La Marina de Port, Sants, Hostafrancs and Poble-sec, which were attended by large crowds and satisfied the organising bodies.
- **"FEM Paral·lel"**. There is a commitment to revitalise Avinguda Paral·lel as a focus of civic, recreational, cultural and commercial activities through different lines of work, initiatives and projects based on a global project that crosses departments and borders and has been dubbed "FEM Paral·lel". This road to recovery, strongly supported by all sectors and institutions, began with the refurbishment, urbanisation and landscaping of many streets in the neighbourhood of Poble-sec, in which priority was given to easing traffic with Zone 30 areas (30km/h zones), and has continued with the reurbanisation of **Plaça Bella Dorita**, directly located on Avinguda Paral·lel and opened at the beginning of the year. A commitment that was strengthened by the **"Fem Festa Fem Paral·lel"** initiative on 12 June, which

Table

**3** 1

### Social Services Centres

Social Services Centres	2010	2009	Variation	%
Service Units	25,284	23,137	2,147	9.28
Number of Users Attended To	6,800	6,662	138	2.07
Number of Days on Waiting List for First Visit	27.9	19.4	9	43.81
<b>Home Care Service</b>				
Number of Homes Receiving Service	1,163	1,059	104	9.82
Average Number of Hours per Week in Homes Served	5.20	5.12	0	1.56

Table

**3** 2

### Events for Senior Citizens

	2010	2009	Variation	%
Number of Spaces and Day Centres	6	6	0	0.00
Number of People Registered for Regular Activities	129,126	125,265	3,861	3.08

filled the avenue with music, activities and workshops, and with the **exhibition of Poble-sec organisations**, a great event that was successfully developed through coordination between the activities of the city and the more accessible activities of the neighbourhood. Similarly, the opening of the new **Arteria Paral·lel**, former Teatre Espanyol and opening of **El Molino**, with the prominence it deserves and its historic vitality and dynamism, have to be key elements to convert Paral·lel into a lively, essential, multicultural and participatory area, combining the spectacular and glamorous nature of its artists, theatre and entertainment in general with the daily lives and coexistence of the neighbourhood's residents.

- **Philips Block.** The former Philips factory in the neighbourhood of La Marina de Port, covering an area of 75,000m<sup>2</sup>, was converted to house services, homes (25% officially protected), offices, shops and car parks.

The block of facilities already includes the functioning CAP La Marina and new Francesc Candel Library and work began to convert the **Graner building** into a future **rehearsal and creation centre for the moving arts** as part of the "Factories for Creation in Barcelona" programme. The **Human Rights gardens**, with 22,000m<sup>2</sup> of greenery, must also be mentioned.

### Civic Centres, Clubs and Day Centres

After completion of the necessary improvement works in the district's civic centres, artistic creation was strengthened with a large number of diverse activities, such as theatre in El Sortidor or the horror film marathon in Cotxeres Sants.

### Retail Trade Promotion

- The project for the complete refurbishment of the historic Sants market is currently underway.
- All the grants were awarded to the retail trade establishments affected by the high-speed rail line works.
- The hours for the loading and unloading zones were extended and another six zones were created.

### Citizen Participation

- The **participation process for the Plan on Uses for Montjuïc mountain** finalised with the participation of seven organisations and associations, the district of Sants-Montjuïc, the Urban Planning Department and other municipal areas and bodies.
- Alongside the setting up of the **Neighbourhood Councils** of Sants-Badal, La Bordeta and Hostafrancs, two council sessions of each neighbourhood were held, one in June and the other in November/December.

## Urban Development, Works and the Public Space

### The Public Space

Work continued in three fields of action to guarantee a quality public space as an element of social and territorial balance, and security was improved so that pedestrians gained priority over vehicles.

- **Zone 30s.** Thirty km/h zones were introduced in the streets of Poble-sec, Font de la Guatlla, La Bordeta, Hostafrancs, Sants and Sants-Badal.
- **Reurbanisation of streets to give priority to pedestrians.**
- Sants and Sants-Badal: in the streets of Sant Feliu de Guixols, Ciceró, Rossend Arús, Ibèria and Plaça Ibèria, López Catalán, Panissars and Riera d'Escuder.
- Hostafrancs: in Carrer Joanot Martorell between the streets of Sants and Leiva, and in Carrer Masnou between the streets of Espanya Industrial and Ermengarda.
- La Bordeta: Carrer Alpens.
- **Widening of pavements.**
- Sants and Sants-Badal: in the streets of Eusebi Planes, Autonomia, Jaquard, Bonveí, Cardó, Miracle, Papin, Socors, Cerdanyola, Premià, Roger, Miquel Àngel, Melcior de Palau, Enric Bargés and Guitard.
- La Marina: in the streets of Alts Forns and Mare de Déu de Port.
- La Bordeta: in the streets of Navarra, Toledo and Passatge Toledo, Constitució and Juan Bravo.



- Hostafrancs: in the streets of Leiva, Portugaleta, Béjar, Sant Nicolau, Cai Celi and Elisi.
- Poble-sec: Plaça Bella Dorita and in the streets of Vilà i Vilà and Pedreres.

• Work began on **covering the railway lines in Sants**, which will provide an extra 50,000m<sup>2</sup> of space for citizens in the neighbourhood in the form of a 700m-long boulevard. The district will improve the connection between two of its neighbourhoods – La Bordeta and Sants – and noise pollution will be considerably reduced. The urbanisation project includes not only the covering of the lines, but also the annex areas of the rail lines: in the streets of Riera Blanca, Sants, Antoni de Capmany, Jocs Florals, Burgos and Rambla de Badal.

#### Neighbourhood Law

• **Poble-sec** has undergone profound changes due to aid through the Catalan Government's Neighbourhood Law, helping to finance a large number of improvement and rehabilitation projects in terms of public space, amenities and housing. The latest initiatives this year, some of which were started in previous years, were:

- Remodelling of streets by widening pavements and improving accessibility by removing architectural barriers and making streets more pedestrian friendly, mainly the streets of Roser, Salvà, Poeta Cabanyes, Tapioles, Magalhães, Elkano and Vilà i Vilà.
- Reurbanisation of Plaça Bella Dorita, with 100% of its space given over to pedestrians.
- Complete refurbishment of the staircases in Carrer Concòrdia.
- Renovation of the changing rooms and perimeter fence at the La Satàlia football ground.
- Repair of the Tres Xemeneies Sports Complex.
- Underground car park in Plaça Margarida Xirgu in La Ciutat del Teatre.
- **La Bordeta.** The actions in the historical centre of La Bordeta, with an area of 40 hectares and with 16,062 inhabitants, consisted of improving public space and creating green areas in various zones:
  - Civic area of Carrer Gavà.



- Civic area of Carrer Constitució.
- Civic area of Carrer Olzinelles.
- Civic area of Carrer Rossend Arús.
- Civic area of Carrer Almeria (Plaça Farga with Carrer Navarra).
- Civic area of Carrer Gaiarre
- Acquiring of land for new public space in the streets of Cuyàs, Moianès and Gavà.

• **New Neighbourhood Plan.** November 2010 saw the signing of a new agreement with the Catalan Government to promote the new Neighbourhood Plan, with an investment of 12 million euros for Vinya, Can Clos and Plus Ultra in La Marina de Port (more than 10,000 inhabitants) for developing public space, renovating gardens and creating new accessible central areas and spaces. Some building façades will also be rehabilitated, the La Bàscula municipal sports centre and La Capa senior citizen's day centre will be improved and a new civic and cultural centre will be designed in the Can Ferrero gardens.

#### Maintenance and Cleaning

Implementation of the Second Integrated Improvement Plan continued. This plan covers improvements to pavements, roadways, street furniture and lighting, etc. The new waste collection and cleaning contract was also fully implemented.

#### Planning

- **Plan on Amenities for People with Disabilities.** The plan was fully implemented and led to the creation of four amenities:
  - Residencia Esclat, a home with 50 places for people with severe disabilities in the La Marina de Port neighbourhood.
  - Home for people with physical disabilities run by the ASPACE association, with forty places and in the Poble-sec neighbourhood.
  - Occupational centre for adults with severe mental retardation, with 42 places and in the La Marina de Port neighbourhood.
  - Pere Mitjans Foundation day centre for people with physical disabilities, with 60 places and in the La Marina de Port neighbourhood.

### Works Projects

Support continued to be given to the committees monitoring the major urban projects planned in the district, in particular those related to the AVE high-speed rail line, Can Batlló, La Marina del Prat Vermell and the construction of tunnels over roads.

### Amenity Maintenance

Improvements were made to a number of educational centres – CEIP Ramon Casas, IES Consell de Cent and IES Montjuïc – improvement works were completed on the following civic centres: El Sortidor, Cotxeres de Sants, Casinet d’Hostafrancs and La Casa del Rellotge, as well as the Olzinelles children’s play centre, and the building of the district’s History Archives was fully refurbished.

### The Environment

- The **new cleaning contract** came fully into force, resulting in an increase in the number of recycling banks to encourage recycling and the introduction of organic waste collection.
- The Can Mestres **urban allotments** were also maintained.
- Construction of a **recycling point** in the Celestina Vigneaux gardens on the corner of Carrer Corral.
- **Sunlight-sensitive photovoltaic cells to generate electricity** were incorporated in the Philips block on the façade of the building housing the Francesc Candel Library and CAP La Marina.
- The El Sortidor and Cotxeres de Sants civic centres also incorporated photovoltaic centres to generate electricity.

### Prevention and Security

- **Prevention and Security Council.** Two council meetings were held, in May and November, with an average participation of 50 people.
- There were 633 inspections carried out in public premises that were creating problems at night.
- The number of measures benefiting the community instead of fines was 40.

- The conflict management team for popular public spaces intervened in some spaces and the number of police on the beat was increased.

- The following specific actions were carried out to ensure security and coexistence:
  - Surveillance of conflictive places and premises on weekends.
  - Surveillance of squares at night.
  - Alcohol breath tests in the early hours of the morning at the weekend.
  - Initiatives for indigents and drug addicts as part of the Shock Plan.
  - Implementation of the **Coexistence and Civic Behaviour Plan** continued, with work on public awareness and mediation with the powers of legal authority.

- Two Coexistence Boards were set up in the following neighbourhoods:
  - **Poble-sec Coexistence Board.** Sixteen entities participated and some of the activities included an open-door day of the participating entities, various talks and lunch for all who attended.
  - **Hostafrancs Coexistence Board.** Objectives were defined, coexistence problems were identified, common solutions and strategies were designed and implementation times were decided. A smaller working space was set up for a specific work project and a request was made for the conflict management service in the following squares: Herenni and Joan Corrades.

### Mobility

- The Zone 30 was introduced in streets where it was considered necessary in all the neighbourhoods of the district, except the La Marina de Port neighbourhood.
  - Carrer Sant Crist in Sants and Carrer Rossend Arús and Plaça Ibèria in La Bordeta were turned into reverse priority zones.
  - Two school walks were completed in Sants and La Bordeta.
  - Construction is currently underway of an underground car park in the following squares: Joan Pelegrí and Navas.

Table

**3 3**

## Indicators

<b>Population Figures</b>	<b>2010</b>	<b>2009</b>	<b>% Variation</b>
Total Population	182,914	182,395	0.28
Male	87,878	87,631	0.28
Female	95,036	94,764	0.29
0 - 14 years old	20,985	20,575	1.99
15 - 24 years old	17,292	17,918	-3.49
25 - 64 years old	109,197	108,580	0.57
65 and over	35,440	35,322	0.33
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	12	10	20.00
Number of Places	706	659	7.13
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	21	21	0.00
Number of Pupils in Nurseries + Primary Schools	5,525	5,407	2.18
<b>Public Secondary Schools (IES)</b>			
Number of Schools	8	8	0.00
Pupils in Compulsory Secondary Education	2,537	2,508	1.16
<b>Vocational Training Centres (FP)</b>			
Number of Centres	4	4	0.00
Number of Enrolled Students	1,676	1,499	11.81
<b>Youth Plan</b>			
Initial Number of Participants (July to September)	328	304	7.89
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	643,140	712,743	-9.77
Number of New Library Card Holders	7,140	7,729	-7.62
<b>Sport - Sports Amenities and Promotion</b>			
Number of Sports Amenities with Members	4	4	0.00
Number of IEM Paid-Up Members	19,459	18,125	7.36
<b>Works and Activity Licences</b>			
<b>Building Permits</b>			
Number of Applications for Major Works Permits	59	42	40.48
Average Number of Days to Decide Major Works Permit Applications	67	100	-32.97
Number of Applications for Minor Works Permits and Communiqués	246	274	-10.22
Average Number of Days to Decide Minor Works Permit Applications	40	35	15.94
<b>Activity Licences</b>			
Number of Applications	140	150	-6.67
Number of Resolutions	264	186	41.74
<b>Inspections</b>			
Number of Inspections Carried Out	3,220	3,519	-8.50
Number of Proceedings Launched to Pursue Sanctions	28	40	-30.00

4



# Les Corts

Councillor:

**The Hon. Ms. Montserrat Sánchez Yuste**

Manager:

**Ms. Gemma Arau Ceballos**

**Les Corts is the fourth district in Barcelona and covers an area of 601.1 hectares, the third smallest after Gràcia and Ciutat Vella. The district as it is today corresponds to the old municipality of Les Corts, which was annexed to Barcelona in 1897. The historical, urban and social development of the area has led to its current form as a district, divided as it is into three neighbourhoods: Pedralbes, Les Corts and Maternitat i Sant Ramon.**

**Above Diagonal extends the neighbourhood of Pedralbes, which has a low population density and numerous single-family homes. It also includes the university north campus, Pedralbes Monastery, Royal Palace and the La Mercè residential area.**

**The neighbourhood of Les Corts is historically the most important, as its boundaries enclose the old part of the town of Les Corts, with its iconic historical buildings and sites.**

**The Maternitat i Sant Ramon neighbourhood has major facilities, such as the university south campus, Palau de Congressos and private sports facilities such as FC Barcelona and Royal Polo Club, etc, with well-defined residential areas like Sant Ramon or Can Bacardí.**

**Although the neighbourhoods each have very different features, Les Corts is characterised by the large size, concentration and importance of the spaces given over to services.**

**We are referring, naturally, to the large shopping centres, luxury hotels, office blocks and medical and sports centres that lie on both sides of the main arterial thoroughfare that runs through the district, Avinguda Diagonal.**

The final impetus to develop the Colonia Castells project was given throughout the year. Lots were drawn for the homes in the building on the corner of Morales and Travessera de Les Corts, corresponding to stage one, which made possible the transfer of the first 58 families to new homes, as well as the beginning of the demolition of vacant homes, which will help to begin stage two of the project.

In early 2010, a year and a half after the signing the agreement with the universities, major construction work was completed of the Diagonal Campus/Knowledge Portal and the process began of organising and regulating the use of public space and activities in accordance to city regulations.

One notable and very important event for the district was the inauguration in September of new amenities in Carrer Equador. The CAP at Carrer Montnegre 8-12 moved to a newly constructed building in the same street. The new building also houses a mental health centre and residence for people with mental illness, as well as a pre-employment service and social club.

At an organisational level, there was further consolidation of the new territorial management model, new organs of participation, neighbourhood councils and monitoring committees, which enjoyed a high percentage of participation by organisations, associations and district residents. Work also continued in diagnosing the three neighbourhoods and developing future plans.

## Social Cohesion and Services for People

### Education

#### Promotion of Education

• The district's Truancy Committee was set up at the beginning of the year, as part of the application of the plan to improve schooling and tackle truancy in the city. The committee includes

representatives from the district, public and government-assisted schools, social services, police and education consortium.

• The district convened this year's tenth edition of its Equality Award, which focused on the aim of promoting good practices in co-education aimed at schools, irrespective of ownership or educational stage. The winning project was "M'espavilo molt bé a casa", presented by the Lavínia school, which consisted of several workshops in which primary school students of all years learned to sew, cook, clean, fold clothes and make shopping lists.

#### Support for Children

• The new Guitard children's play centre was opened in October in the Les Corts neighbourhood. The centre provides a service for children between the ages of 0 and 10 and also families. It works as part of a network with schools, educational centres and organisations related to leisure and childhood. The new play centre has three rooms distributed around a courtyard measuring more than 430m<sup>2</sup>, which it shares with the Esclat special education school. It offers a programme of workshops, activities and sessions aimed at young children.

#### Housing

• The keys were handed out for the first 58 protected homes of the remodelled Colonia Castells, located at Travessera de les Corts 334-338 and aimed at families affected by the Colonia renovation plan. The empty buildings were demolished to begin the implementation of stage two of the project, involving the construction of 400 protected homes and the creation of green spaces.

• The historical centre of Les Corts was declared an area of integral rehabilitation (ARI), which means that the owners of homes in this area are eligible for aid of up to 40% to finance the cost of construction work, whether related to shared structural elements of buildings or to improve accessibility. These resources are managed by the Network of Housing Offices in Barcelona,

which in Les Corts is located at Carrer Remei 9.

## Social Services and Public Health

### Services for People

- The two social services centres were moved to new facilities and five new professionals were hired. The units are adapted to the new model of basic social services, as established in the strategic plan to improve of social action in Barcelona, the result of new social realities and demands and new regulatory framework on social services. Special focus has been placed on improving accessibility, basic social care and service quality, as well as increasing and optimising resources. [See Table 4.1]

The district also removed any barriers for people with sensory disabilities in these units. In 2010, magnetic rings were installed in the plenary hall of the district's offices, Les Corts Civic Centre auditorium and performance halls of the Riera Blanca and Can Deu Civic Centres to facilitate hearing for people with hearing aids or prostheses. These rings eliminate ambient sounds and allow users to receive the sound directly into their devices without interference. The Les Corts Civic Centre also introduced an audio description service for people with visual disabilities, with an explanation of the show or performance through a headset and descriptions of the gestures of the characters, costumes and the sets, etc.

### Senior Citizens

Extension of the Accompanied Meals programme, aimed at senior citizens over

the age of 65. Seven new dining rooms were opened in September, thus helping to extend this service to the six districts that did not yet have it (Sarrià-Sant Gervasi, Nou Barris, Les Corts, Horta-Guinardó, Gràcia and Sant Andreu). There are currently 20 day centres with this service, with a total of 692 dining room places, 25 of which are in Les Corts. The "Vincúlate + de 75 años" project was introduced in October, facilitating the prevention, detection and treatment of cases of vulnerable senior citizens, based on a protocol agreed upon between professionals from the fields of health and social services.

## Promotion of Citizens' Issues and Culture

### Women

On the occasion of International Women's Day on 9 March, the book *Dones de les Corts. Itineraris històrics* (Women of Les Corts: Historical Itineraries), by the historian Isabel Segura, was presented. Women and entities from Les Corts participated in its publication by providing mementos and photographs.

- The book *La presó de dones de Barcelona. Les Corts, 1939-1959* (Barcelona Women's Prison: Les Corts 1939-1959), by Maria Pilar Molina, was presented as part of the Les Corts Neighbourhood Festival. Published by the district, the book describes what living conditions were like for the prisoners and their children, as well as the social

Table



### Social Services Centres

Social Services Centres	2010	2009	Variation	%
<b>Social Services Centres</b>				
Number of Users Attended To	3,028	3,604	-576	-15.98
Number of Days on Waiting List for First Visit	7.7	8	-0.3	-3.75
<b>Home Care Service</b>				
Number of Homes Receiving Service	4,137	4,065	72	1.77
Average Number of Hours per Week in Homes Served	5.16	4.49	0.67	14.92



and personal reality of the prison, which was located on the site where El Corte Inglés now stands on Avinguda Diagonal. A plaque in memory of the prison was placed on the façade of the department store during a very emotional and multitudinous event.

A booklet entitled “Do You Still Believe That...” was also published, containing a series of thoughts on the suffering that still persists today in terms of violence against women.

Carrer Riera Blanca 1-3, various activities were organised during the month of October, such as the making of a mural, a stage performance and musical and literary events.

### **Associations and Entities**

- Participation in the events celebrating the 15th anniversary of the El Pi de Les Corts Monitor Group, which has always had close ties to the neighbourhood and actively participates in the activities that are held, such as carnival and other festivities, as well as developing ideas on an education. It is one of the organisations comprising the Les Corts Platform of Children’s and Youth Organisations.

- Support was also given to the activities organised to celebrate the 25th anniversary of the Sant Ramon Petanque Club, including sports days and a dinner, etc.

- The district launched a plan to disseminate the activities carried out by the institutions and associations of Les Corts, which includes the opportunity to book up to 50% of the space of the 16 municipal information boards (TAMs) to advertise the sociocultural or sports activities that are organised.



### **Youth**

#### **• Bacardi Centre for Teenagers.**

The centre was opened at Travessera de Les Corts 94 and is aimed at teenagers between the ages of 12 and 16. The facility has a hall for events and three workshop rooms, which are versatile spaces that can accommodate different types of cultural and leisure activities, where activities are organised in accordance with demand. The centre also functions as a meeting place that is free to enter, with table tennis and video game consoles, etc.

- Youth Information Point (PIJ). This service was opened in November and is located in the Les Corts Civic Centre. Along with information for young people, it also specialises in advice on schooling, associations and clubs. It is aimed at young people between the ages of 13 and 35 and families with children old enough to start secondary schooling, high school or vocational training, etc. It also has a space offering free access to the Internet.

### **Sport**

An agreement was signed with the University of Barcelona in order to facilitate access to the university’s sports amenities at Avinguda Diagonal 695-701 via special membership payment conditions for the residents of the district and also people working in Les Corts.



### **Culture**

- The Les Corts District Theatre Award was presented this year. On this occasion, the biannual award enjoyed the participation of highly artistic companies and performances.

- The Les Corts Neighbourhood Festival was held from 2 to 12 October. The festival programme included over 200 activities organised by the festival committee, which is formed by the various neighbourhood committees. The festival attracted over 34,000 people, although rain forced the cancellation of some acts.

- To mark the tenth anniversary of the Les Corts-Miquel Llongueres Library at

### **Retail Trade Promotion**

- A retail fair was held on 19 June in the commercial hub of Sants-Les Corts, which this year was held in Avinguda de Madrid between the streets of Joan Güell, Galileu and Vallespir. There were various activities throughout the day: country dances, gymnastics exhibitions, classes in flamenco dancing, activities for children and a fashion parade, among others.

- Support was also given to the shopping fairs organised by the Mirall Association of Pedralbes in the months of May and October, the latter as part of the neighbourhood festival.



- Participation in the creation of the Illa de Sant Ramon Association of Traders, Business People and Professionals, which aims to represent, manage, protect and promote the common interests of its associated members.
- Participation also in the Second Congress of Barcelona Associations, in terms of the setting up of the driving force group and its development.

### Citizen Participation

- The Federation Platform of Disabled People Organisations of Les Corts, the City of Barcelona’s Department of Social Action and Citizenship and the district, with the help of the Catalan Government’s Secretariat of Citizen Action, signed a community development plan to provided an impetus for a network of organisations to work together towards raising public awareness of people with disabilities and promote social volunteerism. The partnership agreement provides for the setting up of a joint technical committee between the government and federation that will meet at least every two months and an institutional committee that will meet once a year.
- Both the District Action Plan (PAD) and future plans for the neighbourhoods were developed with a methodology based on participation from beginning to end.

### Serving Citizens

- There was an improvement in the incidents, complaints and suggestions (IRIS) programme indicators during the year, particularly in relation to the

declining number of complaints and their resolution time, which decreased from 24 to 11 days on average. Complaints of over 30 days decreased from 65% to only 5%. [See Table 4.2]

- Two new BCN Point terminals were also installed, one in the district’s offices at Plaça Comas 18 and the other in the Illa Diagonal shopping centre. These self-service units are electronic terminals from which users can perform procedures related to the municipal census or tax office, as well as access all municipal information.

## Urban Development, Works and the Public Space

### The Public Space

- Plaça Can Rosés was redeveloped and transformed into a new public space with two very different areas: an empty space and a space with trees, gardens, benches, seats, closed children’s playground and giant chess board for public use. The road on the Besòs side was incorporated into the square with the work.
- The section of Travessera de Les Corts between Avinguda Sarrià and Carrer Entença was remodelled. The intervention consisted of widening pavements, creating a new bus lane and two lanes in the direction of Besòs-Llobregat and a surrounding car park. New trees were also planted on the sea side, as well as new lighting, street furniture and service networks.

Table

**4** **2**

### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	705	688	17	2.47
Number of Communications Resolved	628	576	52	9.03
Number of Communications Pending	19	30	-11	-36.67
<b>Citizens’ Service Office (OAC)</b>				
Total Number of Visits	80,759	78,442	2,317	2.95
% of People Attended To in <10 minutes	0.78	0.85	-0.07	-8.24
Total Procedures per Year	136,981	137,998	-1,017	-0.74



- Thirty-five initiatives were completed, including works to improve accessibility at the L3 Metro stations of Maria Cristina and Palau Reial, Plaça Doctor Ignasi Barraquer, Carrer Taquígraf Garriga, Rubió i Tudurí gardens, Carrer Comtes de Bell-Lloc, the area for dogs in Carrer Pintor Ribalta, Carrer Cavallers, FECSA-Endesa Menéndez i Pelayo and the green area of Avinguda de Esplugues/Abadessa Olzet.

- Work started on stage one of the Europa-Anglesola Plan, which includes the surrounding area of the following streets: Anglesola, Europa and Can Segalar, up to the Vilamur stairs, and the streets of Gandesa and Numància. The plan also includes several initiatives: the widening of pavements, continuation of Carrer Europa to connect it with Carrer Anglesola, removal of architectural barriers, new road paving and improved lighting, signage and traffic lights, gardening and street furniture.

- Work began in December on the Rigalt Can metropolitan park, which will occupy an area of 7.9 hectares, of which 1.9 belong to the municipality of Barcelona and the rest to Hospitalet de Llobregat. The design has incorporated various proposals from different neighbourhood organisations, including a bike circuit, jogging track, sports court, pelota court and petanque area. It will also have a children's playground, picnic area and play area for dogs.

### New Amenities

- The new amenities in the streets of Equador-Montnegre were opened in September. The new CAP in Carrer Montnegre offers general medical services (32 consulting rooms), paediatrics (6 consulting rooms), dental (2 consulting rooms and 2 workrooms) and nursing, as well as mental health care for children, teenagers and adults. The building also houses a residence for people with mental illness, a pre-employment service and social club.

- An agreement was signed between the City of Barcelona and University of Barcelona that will facilitate a plot of land measuring 1,500m<sup>2</sup> located in the university's sports facilities to build the new Paideia school, a pioneering centre in the care and

education of children with reduced mental facilities, soon to replace the current premises at Carrer Panamà 9.

- Work to enlarge the district's offices with the construction of a new building on Carrer Dolors Masferrer, right next to the current building, also began this year. The building will have four above ground floors and two underground floors to house the different departments of the district, as well as a citizens' service office to be located on the ground floor.

- Construction work began on two new nurseries in the Les Corts neighbourhood, which will increase the places available in the district to 97. On the one hand, the Bressol Xiroi school will move to a new area of almost 600m<sup>2</sup>, on the site bounded by Carrer Vilamur and the extension of Carrer Europa. With this move, the nursery will increase its number of places from 64 to 81. On the other hand, construction work began on the Bressol Barcelona school, within the confines of the current Barcelona school at Carrer Evarist Arnús 2, which will offer 81 places and is scheduled to open in September 2011.

- Construction work was also completed of a new one-storey, 300m<sup>2</sup> building in the Aristides Maillol Municipal Sports Complex to house offices, new changing rooms, storeroom and bar. The works are part of the third and final stage of refurbishment of this sports complex. In the earlier stages, coarse sand was replaced by artificial turf on the football pitch, watering and drainage networks were installed and the old dressing rooms were renovated along with the water, gas, electricity and air conditioning facilities.

### Planning

- Provisional approval was given to the amendment of the General Metropolitan Plan for the transformation of the facilities of FC Barcelona and its surroundings. The plan envisages the acquisition of 30,000m<sup>2</sup> of green area and over 10,000m<sup>2</sup> of facilities for the Les Corts neighbourhood. Planning has been stopped for the moment.

- Approval of the amendment of the General Metropolitan Plan for the block bounded by the streets of Pintor Tapiró,

Cardenal Reig, Travessera de Les Corts and Danubi, to be consolidated as a pedestrian street. The new proposal reduces as much as possible any effects on housing that was included in the previous plan, with the almost 80 relocations forecast before reduced to only four, to be moved to a new building. The former Amadeu Carné textile complex will become a new public facility for the neighbourhood.

### **Maintenance**

- A series of maintenance initiatives were carried out during the year in Avinguda Diagonal as it passes through Les Corts. There were improvements on road paving, pavements, lighting and cleaning (replacement of containers and increased selective waste collection), with an approximate cost of 6.6 billion euros.

### **Knowledge Portal**

- One year after signing the agreement with the universities, major construction work of the Diagonal Campus/Knowledge Portal was completed and the process of organising and regulating the use of public space and activities in accordance with city regulations began. The joint work of the City of Barcelona and the universities facilitated the creation of a teaching and research space known as the Barcelona Knowledge Campus (BKC), which has since become the best campus in all of Spain, as recognised by the “Campus of International Excellence” programme from the Ministry of Education.

## **The Environment and Environmental Policies**

- Construction of a Neighbourhood Green Point at the junction of Carrer Marquès de Sentmenat and Carrer Nicaragua. This new Green Point means that there is now one in every neighbourhood of the district.

## **Prevention, Security and Mobility**

- The study on identifying and implementing a school walk for St. Paul’s School was completed, as a previous step to its creation. A similar study is being done for the walks of the secondary schools of Boscà and Ausiàs March in Avinguda Esplugues. The three centres are located in the Pedralbes neighbourhood.

- Zone 30s. Restricted speed zones of 30km/h were marked during the summer in Carrer Mejía Lequerica, the streets of the university campus and the neighbourhoods of La Mercè and Les Corts.

- New electronic road signage was activated around Camp Nou in October. This comprised large light panels placed along the main roads of the area providing information on car parking at key points to improve mobility in the neighbourhood, especially on match days and during other major events. The information is updated instantly by SMS.

Table

**4 3**

## Indicators

Population Figures	2010	2009	% Variation
Total Population	83,225	83,268	-0.05
Male	39,228	39,214	0.04
Female	43,997	44,054	-0.13
0 - 14 years old	9,658	9,507	1.59
15 - 24 years old	8,176	8,409	-2.77
25 - 64 years old	47,045	47,427	-0.81
65 and over	18,346	17,925	2.35

### Education - Public Centres

#### Public Nurseries

Number of Nurseries	3	3	0.00
Number of Places	184	184	0.00

#### Public Primary Schools (CEIP)

Number of Schools	7	7	0.00
Number of Pupils in Nurseries + Primary Schools	2,620	2,620	0.00

#### Public Secondary Schools (IES)

Number of Schools	3	3	0.00
Pupils in Compulsory Secondary Education	874	874	0.00

#### Vocational Training Centres (FP)

Number of Centres	1	1	0.00
Number of Enrolled Students	96	106	-9.43

### Municipal Amenities

#### Libraries

Number of Visits to Libraries	279,230	327,506	-14.74
Number of New Library Card Holders	3,262	3,335	-2.19

#### Civic Centres

Number of Courses	1,197	828	44.57
Number of Course Participants	12,253	9,992	22.63
Number of Performances (Seasons of Plays, Dance, etc.)	208	145	43.45
Performance Audience Figures	19,531	9,200	112.29

#### Events for Senior Citizens

Number of Day Centres for Senior Citizens	3	3	0.00
Number of Members	4,100	4,025	1.86
Number of Workshops and Courses	88	84	4.76
Number of Registrations for Workshops and Courses	1,020	1,050	-2.86
Number of Activities	134	131	2.29
Number of Participants in Activities	11,128	11,182	-0.48

#### Sport - Sports Amenities and Promotion

Number of Sports Amenities	3	3	0.00
Sports Promotion (Number of Participants)	3,400	1,850	83.78
Number of User Bodies	21	21	0.00

### Works and Activity Licences

#### Building Permits

Number of Applications for Major Works Permits	29	29	0.00
Average Number of Days to Decide Major Works Permit Applications	104	191	-45.55
Number of Applications for Minor Works Permits and Communiqués	453	406	11.58
Average Number of Days to Decide Minor Works Permit Applications	50	60	-16.67

5



# Sarrià-Sant Gervasi

Councillor:

**The Hon. Ms. Sara Jaurrieta Guarner**

Manager:

**Mr. Albert Duran Escriba**

**The Sarrià-Sant Gervasi district has some typical features that have been formed over a period of time from the past to the present. The old towns of Sarrià, Sant Gervasi de Cassoles and Vallvidrera form a large backbone of the area. Priority was given this year to preserve these historic centres by declaring most of them as Integrated Rehabilitation Areas. More work was also done on the Protection Plan for the historic centre of Sarrià and initial studies were begun to protect the other two areas.**

**The district's green areas - ranging from the Collserola range to large green urban areas - are another characteristic feature of the territory. Therefore, priority was given to cleaning and fire prevention initiatives in mountain areas and work to enlarge Putxet Park began, following the recent opening of the Joan Raventós Park and rehabilitation of the Tamarita gardens.**

**Another feature of the district's neighbourhoods is their large network of facilities, which this year increased to include a health care centre, Putxet Sports Complex and new Tamarita association centre for young people, among others.**

**In short, an area that is rich in natural and social wealth made up by the daily lives of citizens and people working in it, with an urban and rural structure comprising 2,000 hectares and with over 145,000 people.**

In line with previous years, management was aimed at developing projects and programmes to improve the quality of uses and services offered to citizens of the district's neighbourhoods. The design and realisation of most of these actions and proposals included aspects arising from the outcome of participatory processes carried out with associations, organisations, groups and residents in general.

The optimisation of technical and budgetary resources meant a considerable increase in efficiency, through which significant progress was made in the three areas that were considered priorities during the last part of the mandate.

Therefore, progress was made in improving the **quality of the public space**, which should lead to an increase in the quality of coexistence and social relations, with the creation of more accessible spaces that make gardens, streets and squares more attractive as points for meeting and strolling.

An extensive programme was also defined and developed to offer a wide range of growth opportunities in terms of the quantity and quality of **services for people** in all areas of everyday city life.

With the prospect of providing support and collaboration in the field of **economic promotion**, work was done on coordinating with the commercial, artistic and professional fabric of the district to create common strategies and provide a boost with programmes comprising innovative proposals.

Urban improvements in linking the district's neighbourhoods with each other and the rest of the city, with the creation of coexistence models between vehicles and pedestrians, created more comfort and fluidity while reducing negative impacts on surrounding areas.

The transformation of historic centres into pedestrian only areas meant the creation of suitable environments to raise awareness of the urban and historical structure of each. Limiting the movement of vehicles, with exclusive access to residents and users in the area,

also provided a boost for local retail trade, as well as an increase in its quality and prestige.

Working together with organisations and groups from the fields of education, culture and sport, as well as young people, children and senior citizens, helped to generate programmes and services offering a comprehensive range of services tailored to demand. The high degree of acceptance among residents in the district is the best example of the success of these proposals.

One major milestone was the establishment of mechanisms to fit all the needs of citizens into the physical setting of the neighbourhoods, recognising individual and group activities that help construct the city and encourage people.

Once again, despite the heterogeneous characteristics of the district's neighbourhoods and centres, there was progress in the balance between areas, with an increase in the quality of the public space, services to citizens and the creation of economic activity.

## Social Cohesion and Services for People

### Education

- **Municipal Nurseries.** In the last four years, the number of nursery places in the district has increased from 94 to 397. In 2010-2011, the La Puput nursery opened and work began on building the Cana Caralleu nursery, to be opened in September 2011.

- Maintenance and improvement work was carried out on 16 educational centres.

- The Official Language School was moved and a new classroom was built for adult training.

- The District School Council passed the white paper on improving accessibility in school areas.

- A collaboration agreement was signed with the ASPASIM Foundation, which provides services for people with mental disabilities, to work on inclusive schooling with children between the ages of 0 and 3.

## Housing

- **Housing Office.** Consolidated as a service centre for information, advice and management on any matter relating to housing, such as grants for housing and building refurbishment, installation of elevators, applications for protected and subsidised housing in Barcelona, request for financial aid for tenants, access to the stock of rental housing in the city and the provision of legal advice and mediation in the realm of private housing. The office handled 5,121 enquiries, 15% more than in its first year of operation.

- **Promotion of Protected Housing.**

A lottery draw was made to award 26 protected homes located at Carrer Reis Catòlics 1 at concerted selling prices. Approval was given for the project at Carrer Saragossa 29-31, including the provision of social housing, a nursery and car park. The competition call was also made for social housing for senior citizens in Carrer Quatre Camins.

## Social Services and Public Health

- Work began on two social services centres and a new health complex in the neighbourhood of Sarrià, which will include, among other amenities, a CAP, a residence for people with disabilities and a day centre.
- The Can Fàbregas day centre for senior citizens was enlarged, with an increase in the range of workshops and activities on offer.

## Promotion of Citizens' Issues and Culture

### Women

- On the occasion of **International Women's Day** and in conjunction with the Women's Council, the Women's Information and Services Point (PIAD) and cultural facilities held various activities, including the awarding of the Women's Medal.
- Work began on a **Best Practices Guide** as a government measure.

### Youth

Support continued for the Taula de Joves youth coordinator and the programme of

activities for young people was strengthened (live music competition and rock and rap concerts, etc).

## Sport

The Putxet Municipal Sports Complex was opened. Artificial grass was installed in the Vallvidrera football pitches and their changing rooms were refurbished, as were those at the Can Caralleu Sports Complex. The Bicarris bicycle service was also strengthened. [See Table 5.1]

## Culture

### Cultural Promotion, Dissemination and Action

- Coinciding with the 150th anniversary of the birth of Joan Maragall, a season of poetry readings entitled "**Maragall on Tuesday**" was launched in conjunction with the Maragall Archives and a bust of the poet was installed in Plaça Molina.
- Tribute was also paid to other cultural figures associated with the district, such as **Agustí Centelles**, the Civil War photographer in Barcelona, with the placement of a commemorative plaque in his studio at Carrer Ciutat de Balaguer 31, and the sculptor **Martí Llauredó**, with the placement of his "Dawn" sculpture in the square that bears his name in the Les Tres Torres neighbourhood.
- **Eighth Open Studio Day in Sarrià and Fourth El Putxet i Farró Art Day.** The artists in the neighbourhoods of Sarrià and El Putxet i Farró opened the doors to their studios to present their works to residents in the area. For the first time, this open-day event coincided with that of Ciutat Vella, as a city activity and with the support of FAD.
- **Recovering Historical Memory.** More than a thousand documents - including photographs, drawings and films - were gathered together with the participation of residents in the area to recover the atmosphere of the district in the past.

### Amenities

- The **Clarà Library** celebrated its tenth anniversary by hosting an exhibition entitled "The Children of Morelia".
- The historical novel club was consolidated in the **Josep Miracle Library**.



The two libraries hosted the presentation of the Basurarte exhibition and workshop, which dealt with recycling.

- Participation in quarterly workshops and programmed activities in **civic centres** was greater than last year. [See Table 5.2]

### Retail Trade Promotion

Although the reality of the area is very heterogeneous, the presence of local shops is a characteristic feature of the district, including highly organised and consolidated shopping areas, such as Sant Gervasi, with its Barnavasi centre, or the shopping area of Sarrià. Other areas have a more recently organised commercial fabric, but with great momentum, such as the Pau Casals area. The district also has the retail trade associations of municipal markets and other areas grouped into small associations, such as Vallvidrera.

- **Retail Trade Fairs.** The Spring Fairs organised by the shopping areas of Sant Gervasi (for the 19th time) and Sant Gervasi (for the 13th time) were held this year. The Sarrià shopping area also

organised its Third Autumn Fair and, for the fourth consecutive year, its Mad Market event.

- **Fashion Shows.** The two shopping areas, Sarrià and Barnavasi, both organised fashion show parades.

- **Vallvidrera Christmas Market.** This year's market had many stallholders.

### Citizen Participation

- **Neighbourhood Councils.** The councils of the district's six neighbourhoods were convened, as supreme organs of involvement and proximity, and a consensus vote elected the six vice-presidents among the residents who had a proven track record related to the neighbourhood's association/club and/or social life.

- **Monitoring committees** were formed with representatives from political and technical leaders in the district, associations and citizens in general. These committees are responsible for monitoring issues raised in the Neighbourhood Councils.

Table

**5.1**

### Sport – Sports Amenities and Promotion

Amenities with Members	2010	2009	Variation	%
Average Number of Paid-Up Members	10,100	7,094	3,006	42.37
<b>Vallvidrera Football Stadium</b>				
Number of User Clubs and Other Bodies	11	11	0	0.00
Number of Teams	30	27	3	11.11
<b>One-Off Activities</b>				
Vallvidrera Olympics	500	630	-130	-20.63
Can Caralleu Cross Country Race	320	280	40	14.29

Table

**5.2**

### Civic Centres

	2010	2009	Variation	%
Number of Different Workshops Offered	1,150	1,142	8	0.70
Number of People Registered	12,844	10,153	2,691	26.50
Number of Scheduled Activities	989	799	190	23.78
Number of Participants	56,502	45,147	11,355	25.15

- **Analysis of the districts was carried out in consensus with organisations.**

These analytical processes look at the basic elements available to each district and analyse the situation in each area.

- **Future Plans 2010-20.** These plans were created in the Neighbourhood Councils, with help from the monitoring committees, to design the future based on an analysis of the current reality.
- The following **councils were convened:** Health, School, Women's, Senior Citizens and Prevention and Security, as well as the Taula de Joves, Public Reading Commission and the Board of Organisations for People with Disabilities.
- **Agreements of use were signed for municipal premises** with the neighbourhood associations of Putxet, Craywinckel and Mas Sauró and with the ASPASIM Foundation.

### Serving Citizens

- **Citizens' Service Office (OAC).** Two BCN Points (procedural kiosks) were created, one in the OAC and another at the Vázquez Montalbán Civic Centre. An appointment system was also introduced for processing capital gains, declarations and licensing. The number of visits was 67,397, 3% less than the previous year.
- **Incidents, Complaints and Suggestions (ISIS).** The number of communications received rose by 17% and the number of answers to citizens increased by 24%. The most common issues remained the maintenance of public spaces and works carried out on them.

## Urban Development, Works and the Public Space

### The Public Space

- **Plaça Narcisa Freixas.** The square was renovated by taking advantage of the installation of a substation in the L9 Metro line. Space was expanded on two of its sides, new trees from Plaça Joaquim Folguera were planted, affected as they were by works on Putxet station, and street furniture and lighting were refurbished.
- **Putxet Park.** The surface area of the park was enlarged by 30% on Carrer

Manacor and picnic, recreational and children's playground areas were created, as well as an area for dogs and new entrances. New lighting was also installed.

- **Plaça Ventura Gassol.** Completely redeveloped to restore the quality of the space as an area of rest. Trees were replanted and a new irrigation system was installed, as well as a children's playground area, area for dogs and new lighting.

- **Plaça Cirici Pellicer.** In the first stage of the square's renovation project, the side length of the square was improved and the centre of the square was recovered as a place of rest, with different playground areas. New drains, lighting and furniture were also installed.

- **Plaça Wagner and Plaça Joan Llongueras.** These squares were redeveloped by taking advantage of the construction of an underground car park. An area between the streets of Beethoven and Ganduxer was defined and reinforced by rows of lighting and plant elements. New street furniture, a fountain and playground were also installed.

- **Plaça Manuel Corachan.** Improvements were made to complete the comprehensive maintenance action of Carrer Gironella, with the opening of a cross passage on the side, reconverted into a single unique platform to facilitate access to sanitation facilities, as well as new urban furniture.

- **Plaça Font del Mont.** Low perimeter walls with wrought iron railings were built in this space integrated in Carretera de Las Aigües. Measures for the collection of rainwater were introduced and the entire space was paved, thus reducing the transverse slopes. Overhead lighting cables were placed underground.

- **Carrer Gleva.** Transformed into a single platform with trees on one side.

- **Carrer Bertran.** Widening of pavement and layout of space for containers and loading zones.

- **Plaça Torre Surroundings.** Affecting the streets of Camps i Fabrés, Mossèn Xiró, Torre, Sant Magí, Mont-Roig and Mare de Déu de Gràcia and Plaça Torre, which was turned into a single platform.

- **Carrer Marquès de Santa Ana.** Conversion into a single platform and introduction of furniture and trees.



- **Carrer Camp.** Single platform and placement of trees on both sides.
- **Carrer Alfons XII.** Widening of pavement and planting of trees between Travessera and Madrazo. Traditional section was maintained and car parking and services were relegated to one side.
- **Remodelling of Ronda del Mig.** The Puig-Reig-Balmes section was completed, corresponding to the actions planned the year before. The Mandri-Via Augusta section is being completed in a similar manner.



- **Carrer Craywinckel.** Traffic was eased with a change in direction of the triangular flow of Sant Gervasi-República Argentina-Craywinckel.
- **Streets of Vallvidrera and Les Planes.** Spaces for pedestrians were reserved, paving was improved and open areas were enlarged at some points by changing the lighting and burying of overhead lines.



- **Budellera Surroundings.** The City of Barcelona is participating in reordering the streets of this area with new drains, paving, lighting and the burying of overhead lines.
- The natural paving of a section of the **Carretera de Las Aigües** was recovered and the overhead lines in the **Collserola surroundings** were buried.

### Permits and Inspections Indicators

- **Building Permits.** The trend for quicker processing of building permit applications continued and the introduction of a new electronic processing system began for even quicker resolution times.
- **Inspection.** The Autoritas programme is now functioning, an electronic system for inspection records in order to reduce processing times.

### New Amenities

Work was finalised on the following amenities and they were inaugurated:

- Escola Bressol La Puput in Vallvidrera.
- Putxet-Dolors Aleu Socio-Health Centre.
- Putxet Municipal Sports Complex.
- Plaça Josep Amat car park.
- Car parks in Plaça Wagner and Plaça Joan Llongueras.

Construction is underway on the following:

- CAP in Via Augusta and Auxilia residence.
- Mas Sauró residence for people with mental disabilities.
- Enlargement of Sarrià Social Services Centre.
- Can Rectoret neighbourhood day centre.

### Maintenance

In addition to the specific actions of maintenance of buildings and public thoroughfares, various streets were transformed through integrated maintenance headed by the Environment Department in order to improve their quality and accessibility.

### The Environment

- With respect to recycling and sustainability, steps were taken to promote the use of sustainable materials in all festival events scheduled by the district or receiving municipal support, in both public spaces or district facilities.
- The Agenda 21 project was this year extended to non-educational facilities.
- Rehabilitation of the Tamarita gardens helped host programmes such as "Activity", which was promoted by the Sarrià-Sant Gervasi Sports Association.

### Prevention, Security and Mobility

#### Prevention Projects

- **"Connectats Laboratorio Social".** Project that aims to present the views of young people and create a space for dialogue and collective reflection on the district through the creation of an audiovisual urban map and a book containing the conclusions of the various departments.
- **Campaign against Non-Civic Behaviour in Parks.** Planned with the consensus of the groups involved, leaflets were designed and a request was made to recruit two civic servants through employment plans.

- **Response Protocol for Educational Communities and Surroundings on Prevention and Security.** Participation in the creation of a city protocol that was presented to the government and departments involved.

- **Campaign Against Home Burglaries.**

The following tasks were carried out:

- Information and publicity campaign through neighbourhood associations and civic centres.
- Monitoring of specific areas by joint patrols.
- Contact with doormen and women to provide residents with information on how to prevent home burglaries.

- **Collserola Forest Fire Prevention Plan.**

Preventative tasks to minimise risk included:

- Maintenance of forest paths and tracks by clearing the protective belt and public forestry land.
- Maintenance of Can Rectoret water deposit for use by firefighting aircraft and fire hydrants located in urban population centres.
- Updating of the census of people at possible risk so that they can be evacuated if necessary.
- Co-ordination of the self-protection against fire plan in the various population centres.

### **Interventions**

- **Measures Benefiting the Community.**

Replacement of administrative fines for other measures that benefit the community, especially when the offenders are under age, in compliance with the ordinance to promote and ensure peaceful coexistence. Eleven measures were implemented.

- **Mediation in Conflicts Between**

**Individuals.** Four mediations in neighbourhood disputes were managed by following the specifications of mediation act conditions.

- **Squatted Buildings.** Increased monitoring and necessary steps to vacate specific squatted buildings that contributed to high social conflict. The clearing of La Lipoteka, which was undertaken without any incidents, was of special relevance.

- **Conflict Management Service.** Relevant analysis and interventions were carried out in two district spaces: Putxet Park and Moragas gardens.

- **Popular Public Premises.** The annoyances caused by several premises were monitored in coordination with the departments involved. Inspections and police enforcement procedures were carried out and the public space was analysed.

### **Mobility**

The density of educational centres in the district means that agents and specific measures have to be used to improve traffic flow at peak times and ensure the safety of schoolchildren.

- **Promotion of School Walks.** The necessary actions were taken in school surroundings, resulting in 10 new school walks.

- **Improved Traffic Flow.** Parking spaces were reserved for school buses at the beginning and end of the school day.

- **Reducing Inconveniences.** Work was done to reduce any inconveniences related to bad parking of vehicles at the beginning and end of the school day in specific schools and specific plans of action were created for the areas most affected.

Table

**5** 3

## Indicators

Population Figures	2010	2009	% Variation
Total Population	145,526	145,489	0.03
Male	66,831	66,611	0.33
Female	78,695	78,878	-0.23
0 - 14 years old	22,535	22,265	1.21
15 - 24 years old	14,406	14,536	-0.89
25 - 64 years old	78,239	78,725	-0.62
65 and over	30,346	29,963	1.28
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	5	4	25.00
Number of Places	397	306	29.74
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	0	7	-100.00
Number of Pupils in Nurseries + Primary Schools	2,381	2,712	-12.21
<b>Public Secondary Schools (IES)</b>			
Number of Schools	4	5	-20.00
Pupils in Compulsory Secondary Education	1,346	1,346	0.00
<b>Number of Enrolled Students</b>			
Number of Centres	1	1	0.00
Number of Enrolled Students	187	530	-64.72
<b>Social Action</b>			
<b>Social Services Centres</b>			
Number of Users Attended To	2,897	2,637	9.86
Number of Days on Waiting List for First Visit	10	8	23.75
<b>Home Care Service</b>			
Number of Homes Receiving Service	652	548	18.98
Average Number of Hours per Week in Homes Served	4.39	5.00	-12.20
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	155,206	159,893	-2.93
Number of New Library Card Holders	1,835	2,047	-10.36
<b>Events for Senior Citizens</b>			
Number of Workshops and Courses	401	320	25.31
Number of Registrations for Workshops and Courses	5,793	4,557	27.12
Number of Specific Activities	154	220	-30.00
Number of Participants in Specific Activities	5,176	5,107	1.35
Registered Members as of 31 December	3,463	2,885	20.03
Motivational Activities	18	21	-14.29
Participants in Motivational Activities	1,188	1,292	-8.05
<b>Citizens' Service Office (OAC)</b>			
Total Number of Visits	67,397	69,900	-3.58
% of People Attended To in <10 minutes	68.41	72.29	-5.37



# Gràcia

Councillor:

**The Hon. Mr. Guillem Espriu Avendaño**

Manager:

**Ms. Mari Carmen Fernández González**

**Gràcia is the sixth district and, at just 418.6 hectares, the smallest in terms of size. The old heart of the neighbourhood, from which the district takes its name, was a municipality in its own right until 1897. The district consists of five neighbourhoods: Vila de Gràcia, Vallcarca i Els Penitents, Camp d'en Grassot-Gràcia Nova, El Coll and La Salut. These neighbourhoods are actively involved in improving the district with their associations, organisations, civic centres, theatres, cinemas and extremely healthy social and commercial activity. Gràcia is a district that works to achieve a balance and social cohesion and at the same time is innovative. It has all the identifying features of an area with a charisma, history, traditions and culture of its own.**

The year 2010 was undoubtedly the key year of the 2007-2011 term regarding municipal management of the district of Gràcia. It was the key year because it achieved the goals set at the beginning of the mandate in terms of **social cohesion** (with great progress in the programme of school centres and social services), the **promotion of citizens' issues and culture** and the quality and transformation of the **public space** (with the completion of the bulk of the actions planned for remodelling and improving the streets of the different neighbourhoods and with the beginning of two major projects: one in Avinguda Vallcarca and the other in Carrer Portell).

There was also great progress made in terms of strategic thought and planning with the work carried out within the framework of neighbourhood councils and the working days on future plans to identify and discuss the challenges of each and every one of the district's territories, without losing sight of the importance of proximity and daily work.

This was also the year of the incorporation of new tools to improve management, which will provide major benefits for citizens, but it was also the year of great organisational efforts. One of the highlights of these new tools is the implementation of an electronic record for contracting, inspection and minor works.

All this, of course, without forgetting the day-to-day, which is especially intense in Gràcia, with the celebration of the Gràcia Neighbourhood Festival, programming in civic and cultural centres, maintenance and cleanliness of public spaces or the support of popular or emerging cultures, among many other activities.

## Social Cohesion and Services for People

### Education

As in previous years, education was one of the main areas of action in the district. It can be said that in the last few years of the school calendar, the reality of education has undergone a significant transformation, as befits one of the cornerstones of social cohesion.

There were two extremely important objectives: **to locate and manage land** to expand the network of schools and **to refurbish and update existing facilities**. [See Table 6.1] All this, without ignoring the promotion of educational and children's issues and the relationship between neighbourhoods and schools.

### Promotion of Educational Issues

- An agreement was reached to design the executive project for the new **CEIP L'Univers** (the 2009-2010 academic year was taught in temporary facilities in Plaça Poble Romaní), to be built between Carrer Bailèn and Carrer Quevedo, together with a nursery, school sports hall open to the public and car park.

- The **Escola Bressol El Gat Negra**, the fourth municipal nursery created in Gràcia during this mandate, was opened in the neighbourhood of El Coll, with the other three being Sant Medir, Trenet Blau and Galatea.

- Competition tender for the construction of the **Escola Bressol Neptú**, which will also house a sports school complex and car park.

- Land was purchased, the project was drawn up and planning began for the construction of the **Escola Bressol Jaén**.

- Construction work began for the new facilities of the **CEIP Patronat Domènech**, to be completed in mid-2011. The work will increase the size of the school and improve accessibility.

- Full renovation work was completed at the **CEIP Rius i Taulet**.

- The **kindergarten of the CEIP Reina Violant** was completed in a building donated by the City of Barcelona in Carrer Trilla.

- Both the **Gràcia District Truancy Committee** and **Municipal District School Council** worked together from their respective fields to promote educational issues.

### Promotion of Children's Issues

- Continuation of projects in the **"Neighbourhood Time, Shared Educational Time"** programme and **plan for the surroundings of the Vila de Gràcia**.

- **School walks** were given a boost with work in the surroundings of the Turó del

Cargol and Reina Violant primary schools and Escola Vedruna and studies began for the Montseny and Farigola school centres.

### Housing

- **Gràcia Housing Office.** The office was moved in December 2010 to a single renovated space in Carrer Francesc Giner, where it will continue to offer different services and grants for rehabilitating and accessing housing.

- **Housing for Senior Citizens.**

Construction work began and there was a call for applications of the 32 social housing homes for senior citizens in Carrer Còrsega, on the former site of the former Sala Cibeles.

- **Housing for the Young and Elderly.**

The City of Barcelona and Social Work of “la Caixa” signed an agreement to jointly promote a block of social housing homes in the former Santa Madrona University Nursing School (in Carrer Escorial and Carrer Salut). The block will comprise 62 homes aimed at people who have difficulty in accessing housing: young people between the ages of 18 and 35 and senior citizens over 65. The City of Barcelona will also build a nursery in the ground floor of the building.

- General **grants** were given to refurbish buildings and, in particular, the specific

call for applications of the Neighbourhood Law in El Coll was fully adjudicated.

### Social Services and Public Health

#### Services for People

- Various **welcoming sessions for new arrivals** were held in the district’s offices and the functions of the **New Arrivals Council** were strengthened with the creation of its own work committees.

- The **Health Council** carried out specific work on the “**School Health**” and “**Health and Sport**” programmes.

- In terms of new facilities, work commenced on the new **CAP Vila de Gràcia** located on the ground floor of the social housing block on the former site of Sala Cibeles. The new centre will help to transfer half the services available in the CAP Pare Claret.

- Work began on the new **La Vila Social Services Centre** in Carrer Mozart.

- There was an increase of 30% in the number of people using the **Home Care Service** (SAD).

- A **coordinated work circuit** was created between prevention, territory, social services and the city police.

- **International Day of Persons with Disabilities.** Various activities and exhibitions were held and the day culminated with the presentation

Table



### Education – Public Centres

Public Nurseries	2010*	2009**	Variation	%
Number of Nurseries	5	4	1	25.00
Number of Places	343	262	81	30.92
<b>Public Primary Schools (CEIP)</b>				
Number of Schools	14	14	0	0.00
Number of Pupils in Nurseries + Primary Schools	3,704	3,622	82	2.26
<b>Public Secondary Schools (IES)</b>				
Number of Schools	4	4	0	0.00
Pupils in Compulsory Secondary Education	925	910	15	1.65
Higher Secondary Education Students	341	351	-10	-2.85

\*Data as of December 2010 corresponding to information from the Education Consortium.

\*\*Data of the 2009-2010 school year corresponding to information from the centres.



of the Gràcia Christmas tree, decorated by people from the Catalan Association of Human Integration and Development (ACIDH) and the Eneida Occupational centre for people with mental disabilities.

### Senior Citizens

- **Promotion of Spaces.** The Mozart day centre for senior citizens was temporarily moved to the facilities of the Moral Centre, pending reform of the La Violeta building. The Montmany and El Coll spaces were also improved.

- **Twenty-First Senior Citizens' Gathering.** This year saw a good turnout and there were some new activities, including one on sexuality among senior citizens.

- **"Radars" Project.** The study to introduce this project was completed as part of the El Coll Neighbourhood Law. The project is already established in Camp d'en Grassot and its purpose is to set up a citizens' network to identify lonely senior citizens and to lessen their sense of isolation

- **Digital Training for Senior Citizens.** Through the special employment plans, so-called "training capsules" were offered so that senior citizens could learn about the Internet and how to use and make the most of it.

### Promotion of Citizens' Issues and Culture

#### Women

- **Services for Women.** The Women's Information and Services Point (PIAD), currently located in the district's offices, increased the number of people it attended and maintained its network collaboration with associations and citizens.

- **History of Gràcia Women.** The women on the council are working on a book about the history of women in the district, to be published in 2011.

- **The Women's Council** participated in the Gràcia Names Committee to promote the names of women for spaces and facilities in the district.

- **"Welcome to the Neighbourhood" Project.** Completion of this project, whose

aim was to contribute to the welcome given to newly arrived women and create a social support network in El Coll.

- **International Day for the Elimination of Violence against Women.** All associations joined to celebrate this day in Plaça de La Virreina, with a tribute to female victims of violence.

- **Women's Day.** Various events were held, jointly organised by civic centres, social services centres, El Coll Youth Centre, PIAD and the women's committee of the El Coll Neighbours' Association.

- **Plaça de les Dones del 36,** inaugurated in 2009, has become a reference space to organise activities for women in the district.

#### Youth

- **Gràcia Youth Space.** Consolidated itself as a reference facility for the youth policies of the district and city. This can be seen by the 82 concerts that took place, 22 exhibitions and over 30,000 users. It is also houses the district's Youth Information Point (PIJ).

- **Youth Information Points.** These can be found in IES Gal·la Placídia, Vila de Gràcia, Bosch i Gimpera, Serrat i Bonastre, Sant Josep and La Sedeta, and they are all coordinated with the district's Youth Information Point.

- The competition rules were drafted for the projects ideas of the **La Sedeta Youth Centre.**

- **Study Rooms at Night.** There is a permanent study room in the Vila de Gràcia Library and two rooms set up from time to time in the Jaume Fuster Library and Espai Jove.

- **Grants for the summer campaign** were increased.

#### Sport

- The **artificial turf** of the pitch at the Europa Sports Club **was improved.**

- The leaks in the **Sardenya Sports Complex** were repaired.

- Improvements were made through the Local Special Employment Plans on the facilities at **L'Àliga football ground** and **El Coll basketball courts**

- **Traditional games meetings** of second year primary school students in the Creueta del Coll Park.



- **Fourteenth Vila de Gràcia Women's Artistic Gymnastics Tournament**, a tournament that has international participation.

- An agreement on permanence was signed by the **Gràcia Gymnastics Club** in the La Salut Tennis Club.

- **Various Sports Events**. Two that were held, for example, were the Sports Night and Vila de Gràcia Basketball Tournament, among others traditional sports events in the district.

## Culture

### Cultural Promotion and Dissemination

- The **protocol for festivities** was drafted.
- **Continued Support to Popular Culture:**

Gràcia Festival, popular culture and festive imagination groups, the "Foguerons" (bonfires) of Sa Pobla, Sant Medir, the revolt against the conscription of soldiers in 1870 and other neighbourhood festivities, etc.

- **Support was also given to contemporary culture**, with festivals such as NunOff, which organises NunArt in the Sant Felip Neri Oratory; the LEM units of experimental music, as part of Gràcia Territori Sonor; the season of musical soirées in La Sedeta, to promote emerging groups, or the Classical Nights of Gràcia.

- Some squares were transformed during the **Gràcia Neighbourhood Festival**: Plaça del Sol became "Plaça del Folk", Plaça Diamant became "Plaça del Swing" and Plaça Revolució became the space for the spoken word. [See Table 6.2]

- **Dance Week**. Celebrated as a part of International Dance Day, in collaboration with the Catalan Association of Dance Professionals and including over 50 events in spaces and squares.

- **Saint George's Day**. District schools held their book swap markets and the day also included the Third Illustrators' Congress

### Amenities

- The **Maria Antonieta Cot i Mirapeix Library** was built in the neighbourhood of Penitents (opened in April 2011).

- The **Jaume Fuster Library** consolidated itself as the most visited library in Barcelona, with an average of 2,000 users per day, while the **Vila de Gràcia Library** had the highest density of users in the city.

- **Refurbishment of the Tradicionàrius Artisan Centre (CAT)**, which presents traditional and folk music as the main focus of its cultural production and programming, as shown by the Tradicionàrius and Euskalerrria Festivals or the Plaça del Folk concerts during the Gràcia Festival.

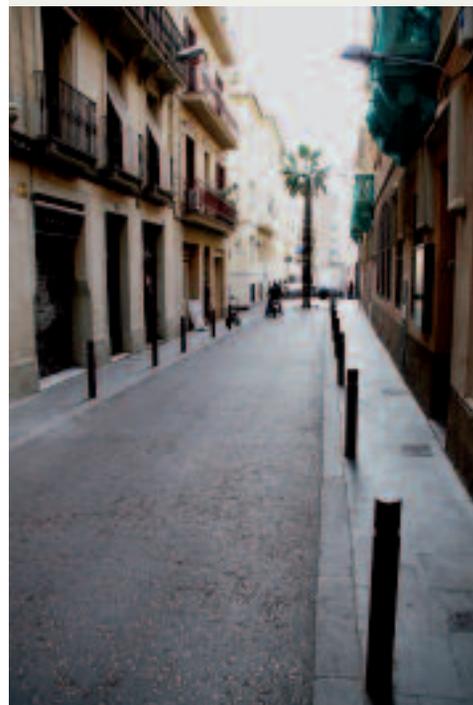
- **Rehabilitation work for the La Violeta building** began after the competition for ideas had ended.

- The renovated **Finca Sansalvador** in the neighbourhood of El Coll, designed by Josep Maria Jujol, is the headquarters of the Gràcia History Workshop. The gardens can also be visited and the grotto is used as a civic space.

- Work began on the **Albert Mussons Cultural Centre** in Carrer Alzina as a building dedicated to popular culture and to be used by, among others, the Castellars de la Vila de Gràcia and Gràcia Festival Foundation.

- The **district's exhibition hall** was inaugurated with a **Permanent Exhibition of Images from Festive Gràcia**. The hall is open to all cultural expressions from the associations and clubs of Gràcia.

- The **El Coll and La Sedeta Civic Centres** continued with their programmes, as did the **Cardener Neighbourhood Centre**.



Table

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### Participation in the 2010 Annual Festivities

Activities	750
Stages	31
Visitors	1,600,000

### Retail Trade Promotion

Retail trade is thriving in Gràcia. Moreover, its extensive network of associations works constantly to raise awareness of the shopping opportunities in the district.

- **Street Shopping Days.** Two such days were held, one in spring and one in autumn, with the participation of 12 retail trade associations and two shopping areas.
- **Fair Trade Day.**
- **Retail Trade Council.**
- **Christmas Campaign.** Support was given to retail traders by disseminating the campaign, communication and the placement of informational panels.

### Citizen Participation

- The **Neighbourhood Councils** met and discussion sessions were held to create future plans.
- A boost was given to the **Health Council, New Gràcia Residents Council and Women's Council.**
- The **participation process** began to create the competition rules for ideas to renovate Plaça La Sedeta and its future facilities.
- **Association spaces** were opened in El Camp d'en Grassot, Gràcia Nova and Vallcarca i Els Penitents.
- A meeting was held of the **Participation Committee** for the El Coll Neighbourhood Law.

### Serving Citizens

- The **citizens' service office** was provided with new facilities in the district's offices and there was a reduction in waiting times to less than ten minutes.
- New citizens service stands were also installed.

### Urban Development Works and the Public Space

Work continued to ensure a quality public space as an element for social and territorial balance. The actions of the Integral Improvement Programme in the district were almost completed and two major projects were initiated: the pavement (on the Besòs River side) of Avinguda Vallcarca and the main section

of Carrer Portell. Planning work also contributed to future designs and the construction of new amenities.

### Urban Development Projects

- The **Metropolitan General Plan (MPGM) for Els Tres Turons** was provisionally approved.
- **Planning was approved** for the Escola Bressol Neptú, to include a car park and sports complex, and the Educational Action Residential Centre (CRAE) of Larrard, among others.

### New Public Spaces

- **Esteve Terradas gardens** in Avinguda Vallcarca, with over 4,000m<sup>2</sup> of green area, children's spaces and seating area.
- **Plaça Laguna Lanao.** A newly created space built on top of a public car park with 138 spaces between the streets of Font del Remei and Aldea, thanks to the El Coll Neighbourhood Law.
- **Plaça del Nord.** Complete refurbishment.

### Improvement Works

More than 50 programmes of works were carried out, covering every neighbourhood across the district and resulting in improvements to over 50,000m<sup>2</sup> of public space, achieved by means of integral remodelling or by remedying poor access or increasing pedestrian areas. Some of these actions are listed below:

- **La Salut Neighbourhood.** The main improvements were related to accessibility:
- Passatge Mercedes was converted into a single platform, with new trees and new street furniture.
- Integral remodelling, widening of pavement and more trees in Carrer Marianao and Carrer Jacint Alegre.
- Integral remodelling of Carrer Sargalet and Carrer Repartidors.
- Improvement of pavement and removal of barriers in Carrer Mercedes and Carrer Cugat del Vallès, with new seating areas at the end of the two streets.
- **Vallcarca i Els Penitents Neighbourhood.** Improvements in the quality of urban space:

- Integral remodelling of Carrer Gustavo Adolfo Bécquer and Carrer Repartidors.
- General improvement work in the Vallcarca/Farigola area: pavements and spaces, etc.
- Commencement of pavement work (on the side of the Besòs River) of Avinguda Vallcarca between Medes and Maignon, in accordance with the area's MPGM, with new facilities and pneumatic waste collection.

• **El Camp d'en Grassot-Gràcia Nova Neighbourhood.** Special attention was given to accessibility in Travessera de Gràcia between Secretari Coloma and Pi i Margall:

- Integral remodelling of Carrer Pare Laínez and a section of Carrer Hipòlit Làzaro.
- Completion of the integral project of Carrer Martí and Carrer Encarnació.
- Removal of architectural barriers in various streets.
- **Vila de Gràcia Neighbourhood.**

Increased space for pedestrians and the reduction of traffic in certain streets:

- Integral improvements in Carrer Mateu and Carrer Àngel.
- Widening of pavements, new road surface and greater accessibility in Travessera de Gràcia between Gran de Gràcia and Torrent de l'Olla.
- Introduction of B3-B4 pedestrian islands.
  - **El Coll Neighbourhood.** Compliance of El Coll Neighbourhood Law;
- Commencement of opening and new urbanisation of Carrer Portell.
- Completion of Funoses Llussa and Pineda.
- Carrer Santuari (Carmel Agency investment).
- Purchase of Font-Rúbia land.
- Commencement of work on Finca Turull.

## The Environment

- **Action Plan Against Noise in Gràcia** (Specific Regulation Area). Public awareness actions, sound measurements and noise studies in squares were carried out and activities were also limited.
  - **Completion of noise study of the Gràcia Festival** and the use of noise

limiters were extended to other cultural activities.

- **Environmental Measures Plan.** Involving actions in energy savings and the use of paper, etc.
  - An increase in **recycling, reuse and selective waste management** during cultural activities.
  - Commencement of the **"Environmental Classroom"** project in El Turull.
  - Participation in the acts of **Green Week** at the El Coll Civic Centre, **La Verdinada** and **Sustainable Saint George's Day**, among others.

## Prevention, Security and Mobility

The Expert Panel on Mobility and Police Coordination Panel were consolidated as coordination bodies, with the presence of local and regional police. Highlights of the work carried out include:

- **Installation of traffic lights at Maignon-Mare de Déu del Coll** to improve security and mobility.
- **Completion of the study of the Macromanzana block with C2 pedestrian priority**, including conclusions on the improvements needed in signage and functioning of street pylons.
  - **Compliance of blocks with B3-B4 pedestrian priority**, together with the Reina Violant and Vedruna schools and as part of the programme to improve school walks.
  - **Mobility improvement studies** in El Coll (Baixada de Sant Marià) and La Salut (Carrer Mercedes and Carrer Gomis). Commencement of study on the block formed by the streets of Travessera de Gràcia, Pi i Margall and Secretari Coloma.
    - The **car-sharing project** aims to promote more sustainable travel.
    - Competition call for the construction of a **concession car park with 160 places** in Carrer Neptú (along with a nursery and sports hall), to complete the increase in the number of car parks in recent years, with those in Laguna Lanao, Esteve Terradas, Pere Virgili and exclusively for motorcycles in Santa Rosa, in addition to private car parks in Plaça Dones del 36 and the Worker's Refuge Foundation.

Table

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## Indicators

Population Figures	2010	2009	% Variation
Total Population	123,253	123,973	-0.58
Male	56,994	56,683	0.55
Female	66,259	66,582	-0.49
0 - 14 years old	13,666	13,371	2.21
15 - 24 years old	10,039	10,553	-4.87
25 - 64 years old	74,000	73,811	0.26
65 and over	25,548	25,530	0.07
<b>Social Action</b>			
<b>Social Services Centres</b>			
Number of Users Attended To	9,065	8,470	7.02
Number of Days on Waiting List for First Visit	10.8	19	-43.16
<b>Home Care Service</b>			
Number of Homes Receiving Service	1,006	729	38.00
Average Number of Hours per Week in Homes Served	5.30	5.61	-5.53
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	964,338	964,002	0.03
Number of New Library Card Holders	9,983	11,190	-10.79
<b>Promotional Activities</b>			
Sport	4,765		
Culture	5,006		
Senior Citizens	1,077		
Youth	2,420		
Children	706		
<b>Works and Activity Licences</b>			
<b>Building Permits</b>			
Number of Applications for Major Works Permits	55	63	-12.70
Average Number of Days to Decide Major Works Permit Applications	119	77	54.55
Number of Applications for Minor Works Permits and Communiqués	352	320	10.00
Average Number of Days to Decide Minor Works Permit Applications	66	41	60.98
<b>Activity Licences</b>			
Number of Applications	49	27	81.48
Number of Resolutions	25	24	4.17
<b>Inspections</b>			
Number of Inspections Carried Out	1,072	1,359	-21.12
Number of Proceedings Launched to Pursue Sanctions	6	7	-14.29
<b>Incidents Complaints Suggestions (IRIS)</b>			
Number of Communications Received	12,115	12,111	0.03
Number of Communications Resolved	11,520	11,566	-0.40
Number of Communications Pending	279	459	-39.22
<b>Citizens Service Office (OAC)</b>			
Total Number of Visits	95,327	97,670	-2.40
% of People Attended To in <10 minutes	72	68	5.88



# Horta-Guinardó

Councillor:

**The Hon. Ms. Elsa Blasco Riera**

Manager:

**Ms. Montserrat Filomeno Martí**

Horta-Guinardó is the seventh district in Barcelona but, with 1,196.6 hectares, it is the third in terms of surface area and the fourth in terms of population numbers. Urban development began here in the 1950s, coinciding with the peak of the demographic increase in the city. Horta-Guinardó has eleven neighbourhoods, each with an identity and a life of its own: El Guinardó, El Baix Guinardó, Can Baró, La Font d'en Fargues, El Carmel, La Teixonera, Horta, La Vall d'Hebron, Montbau, Sant Genís dels Agudells and La Clota. The orography of the district is complex, affecting its road network, travel, transport and, in general, any development work or improvements to the area. At the same time, the fact that it is located on the outskirts means that it enjoys a sweeping area of urban green space with various places for leisure activities: the parks of Collserola, Els Tres Turons, the Laberint d'Horta and Llars Mundet with the Palau de les Heures, where the University of Barcelona campus headquarters is situated. It was this privileged location that led to the Olympic area of La Vall d'Hebron being built here, with sports facilities such as the Municipal Tennis Centre, La Vall d'Hebron Municipal Sports Complex and Horta Velodrome.

The year 2010 was a busy one for all the district's services. The perspective at the end of this mandate, in the midst of a crisis year and many readjustments, is one of great activity to successfully complete planned goals.

Commitments were maintained with the construction of new major facilities and there were efforts in achieving the great challenge of this area, which is to facilitate the movement of people by improving accessibility with escalators or elevators and expand the network of public transportation to suburbs with a complex structure, such as the arrival of the Metro in El Carmel.

Participation issues were addressed with great dedication by the various Neighbourhood Officers, including various boards and committees, and there were important new projects in the field of services for people, such as the "HG Barribook" project or the new model of day centres for senior citizens and residents.

With regard to the development of projects promoted by central areas, the district also decisively became involved and addressed transversal projects, such as the Improvement Plan or the implementation of new computer management tools and models like Autoritas, electronic contracts, SAP and Cognos, etc. Finally, mention should also be made of the work carried out under the special employment plans, which led to job offers for 55 people.

## Social Cohesion and Services for People

### Education

#### Promotion of Educational Issues

- The "Neighbourhood Time, Shared Educational Time" project continued to gather momentum. The participative process of diagnosing the neighbourhoods of La Font d'en Fargues and El Carmel was completed and work is currently being carried out with 101 educational and leisure organisations. Five school playgrounds were opened for

weekend use by children, teenagers and families, with a total of 30,735 users.

- As in previous years, the district celebrated **International Games Day**, during which four children's play centres, four children's day centres, the Boca North Youth Centre and eight schools organised the **Second Creajoc Exhibition**. A cooperation games exchange project was also carried out between schools in Senegal and the district.

- The annual edition of the **Jocs Florals** in schools was held, with the participation of 30 schools in the district.

#### Promotion of Children's Issues

- This year marked the celebration of **10 years** of the "Interredes" project, an inter-institutional platform that brings together all public services working in the care of children and families, i.e. social services, education, health and mental health. Work was done in interdisciplinary care to children in 50 cases, the traditional training forums were held, with 630 participating professionals, and the second stage of the research project with Ramon Llull University was continued.

- The eight centres for children in the district **offered daily activities on leisure and play education** for children up to the age of 12. Special mention must be made of the opening of **new groups for babies** and their families in three of the centres. The **program of activities was also increased**, with over 4,000 throughout the year and a total of 44,422 users.

- These facilities also **promoted social cohesion** to enable children to access the day and play centres on a daily basis, as well as **providing scholarships** to families with social needs and providing a **support monitor** for children with disabilities.

### Housing

- The Horta-Guinardó Housing Office received 14,440 visits from citizens requesting information or carrying some sort of administrative procedure in terms of rehabilitating, accessing protected social housing, rental aid, housing lists or dignified use of a home.

- The **call for housing rehabilitation** this year resulted in 53 cases, of which 24 were for the installation of elevators that

benefited 421 dwellings. The Urban Development Plan was also applied to **regulate the installation of external elevators** in housing blocks in the neighbourhoods of Sant Genís dels Agudells and Montbau.

### Social Services and Public Health

- The “Accompanied Meals” service for **senior citizens** began in September, with 25 places, and the **Sant Rafael social meal room** service was also initiated, based on a collaboration agreement between Sant Rafael Hospital and Department for Social Action and Citizens, with 24 places.
- **Refurbishment works were carried out in the Carmel and Guinardó Social Services Centres** and accessibility was also improved.
- **The separation of services at the Guinardó Social Services Centre began** and came into effect in January 2011, based on work criteria from the new territorial distribution, reallocation of professional teams and redistribution of cases between the two centres, given that this separation of services will come into effect with the opening of the **new Baix Guinardó-Can Baró Social Services Centre**.

### Senior Citizens

- Work was especially done with **volunteers for people over the age of 65**. Thanks to the enthusiasm and professionalism of these volunteers, who organised almost 50% of the workshops, the number of municipal workshops on offer was doubled.
- The district’s three culture classrooms were added to the **network of university extension classrooms for senior citizens**, which led to better quality training than hitherto offered, with university professors leading the discussions. With this change, the Baix Guinardó classroom had an increase in the number of activities carried out, now held on a weekly basis, and in the number of members, now numbering 100.

## Promotion of Citizens’ Issues and Culture

### Women

- A new line of work was opened in the Women’s Council, which is that of **training and qualifying women in organisations**, with the aim of promoting reflection and debate on intervention strategies

in situations of inequality between men and women, especially in associations and clubs.

- The programming of acts was strengthened to **promote awareness of women’s rights**, especially on dates such as 8 March or 25 November.

### Youth

- The innovative work carried out with young people in the New Neighbours Programme and “HG Barribook” project led to a welcoming and participation platform aimed at both local and foreign young people. Some **1,100 youngsters participated** in various acting, music and audiovisual workshops. A DVD was edited and produced and also a printed guide. The second stage of “HG Barribook” was continued with the “Express Yourself” project, which included radio and television techniques.

### Sport

- A boost was given to the activity of promoting sport with the **Do Sport in School Programme**, in which 33 schools and over 4,000 students participated.
- The district’s close collaboration with sports clubs and associations led to the **participation of over 21,000 people in sports practice**. The investment made in improving and building new infrastructures for petanque and bowls must also be mentioned.

### Culture

#### Cultural Promotion, Dissemination and Action

- Special mention should be made of the special programming of the **Teixonera Civic Centre** to mark its **15th anniversary**, with activities such as staging the *Marionetarium* show again, by the Herta Frankel Puppet Theatre, and the design and production of the *La Teixonera, retalls d’un barri* DVD, directed by J.O. Romero, with the participation of residents in the neighbourhood.
- Cultural promotion continued with seasons of classical music, singer-songwriters and the flamenco zone, as well as the street art and theatre festival, with the participation of amateur theatre groups.
- A total of **73,462 people participated** in the series of activities promoting and disseminating culture that were carried out by the district’s five civic centres and two neighbourhood day centres. [See Table 7.1]



### Amenities

• Together with the Institute for Disabled People, the district initiated a new **plan to reserve car parking spaces for people with reduced mobility** so that they can access public amenities. The plan encompasses a review of the current number of reserved spaces in amenities and existing regulations will be updated.

• **Libraries.** The district's four libraries were consolidated as specialising in plays, poetry, contemporary fiction and thrillers, which has converted the district of Horta-Guinardó into the "**Literary District**". More than 700,000 visitors enjoyed the productions of the four libraries, in terms of services, activities and online presence.

• **Civic Centres and Neighbourhood Centres.** The most important work carried out was the **operational functioning of two networks:** the city's civic centres and the district's day centres, thus encouraging an exchange of knowledge between their various staff members.

The programming of activities, workshops and courses continued and **a new boost was given to amenity websites**, according to the social dynamics of knowledge exchange and virtual content. A **new model of participative management with organisations** was promoted through management committees to decide the programming and cultural and social activities on offer.

The cultural promotion amenities have the **participation of over 200 organisations** on a daily basis.

### Retail Trade Promotion

The following activities were held to boost retail trade and promote trade associations and areas:

- Shopping and activity days in the Eix Maragall, Cor d'Horta and Carmel Centre.
- Nineteenth Cor d'Horta Winter Fashion Parade.
- Christmas campaign.
- Shopping card giving discounts and promotions at participating stores in the Horta and Maragall shopping areas.

• A study carried out on retail trade activity in the Horta-Guinardó district.

• Advice and support for the 10 retail trade associations in the district.

### Citizen Participation

• **The participation process for remodelling Plaça Eivissa** began within the framework of the monitoring committees in the Horta neighbourhood.

• Continued promotion of the **monitoring committees** for major urban initiatives planned in the district, such as the urbanisation of Ronda del Guinardó, rehabilitation of Plaça de Vista Park and the area around Plaça Pastrana, improvement works on the streets of Santuari, Ceuta and Alguer, improved wall security between the streets of Alguer and Murtra, installation of escalators and an elevator in Carrer del Telègraf, work on the Font d'en Fargues day centre and also work on the second stage of the Montbau urbanisation project.

• The participation process was closed for the final approval of two amendments to the General Municipal Plan (PGM), affecting Carmel and Els Tres Turons.

### Serving Citizens

• **Internet and Multimedia Products.** The district focused on multimedia products, such as "HG Barribook", and Internet products, with a web version of the district's directory of organisations, as well as updating its website with more varied content and information, leading to an increase in the number of visits by 41.91%. Another highlight was the use of major social networks as virtual information platforms: Twitter, with about 170 followers and over 1,150 tweets introduced, and Facebook, with more than 280 followers and average monthly growth of about 60.

• **Citizens' Service Office (OAC).** The new OAC office in the district was opened in Carrer Lepant. This fact, as well as the newly organised service with increased staff members, meant improved results were

Table



### Civic Centres

	2010	2009	Variation	%
Number of Users	73.462	72.119	1.343	1,86
Number of Socio-Cultural Activities	1.567	1.523	44	2,89
Number of User Organisations	226	219	7	3,20

obtained: the number of people served increased by 14.26% (133,737) compared to 2009, waiting times were reduced by 42% (5' 38") and service times by 18% (4' 42"). The percentage for service times of less than 10 minutes also improved and went from 61% in 2009 to 80%. [See Table 7.2]

• **Incidents, Complaints and Suggestions (IRIS).** The number of cases processed increased to 2,120, or 23% more than in 2009. This increase was connected to efficient service and 91.9% of the cases were resolved in less than 30 days.

## Urban Development Works and the Public Space

### The Public Space

• Many **improvement and accessibility works were carried out in neighbourhoods and amenities** with the installation of various escalators and elevators:

• **Escalators in Carrer José Millán González** and reurbanisation of 1,476m<sup>2</sup> of surrounding area to facilitate the connection between the neighbourhoods of Can Baró and El Carmel. The work was carried out through the State Local Investment Fund (FEIL).

• **Inclined elevator in Carrer Alguer** to facilitate access to the CAP Carmel and El Carmel-Juan Marsé Library, security was also improved on the Fastenrath-La Manxa and Alguer-Murtra walls.

• **Inclined elevators and escalators in Carrer del Telègraf** between the streets of Mare de Déu de Montserrat and Doctor Cadevall, thus making a slope of over 50m in height more accessible.

• **Other urban works improving accessibility were carried out** in the IES Ferran Tallada and Passatge de Feliu, with the installation of two walkways, one

made of metal and the other of recycled material; in the EBM Montserrat and surrounding area; in Unitat Park, with work in the streets of Lloret de Mar and Canigó, and in the school walk in Carrer de les Coves d'en Cimany from Carrer Santuari.

• **Other urban public space improvement works** were the reurbanisation of 19 streets, such as Passatge de Espiell, repairs on the corner of Murtra with Camí Vell del Coll and areas made into car parks in the streets of Jorge Manrique and Vidal i Barraquer; the reorganisation and repair of the junctions of Marina with Taxdirt and Conca de Tremp with Dante, and the reurbanisation of the entrances to the Rosa de Luxemburg gardens and Pau Casals school from Carrer de Jorge Manrique.

• Besides work on strengthening or demolishing various buildings, a very important task of **cleaning and clearing municipal lots** was also carried out as part of the job plans initiated by the City of Barcelona, as well as updating the graphical information of municipal buildings.

### Permits, Licenses and Inspections Indicators

This was a year of changes and transformations for the Licenses and Inspection Service due to the introduction of the new Autoritas application and new organisational guidelines for districts. Priority was given to eliminating the backlog of applications to avoid possible accumulation for both major and minor building permits and activity licenses, leading to a decrease of 19%, 30% and 16% respectively in pending applications

### Planning

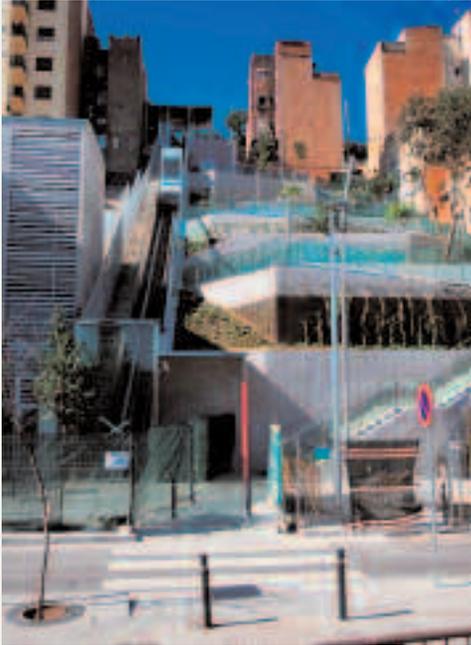
Urban planning work continued in the areas of El Carmel, Els Tres Turons and La Vall d'Hebron, with amendments to their respective Metropolitan General Plan (PGM).

Table



### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	2,120	1,720	400	23.26
Number of Communications Resolved	1,959	1,592	367	23.05
Number of Communications Pending	35	108	-73	-67.59
<b>Citizens' Service Office (OAC)</b>				
Total Number of Visits	133,737	117,048	16,689	14.26
% of People Attended To in <10 minutes	80	61	19	31.15
Total Procedures per Year	125,832	129,951	-4,119	-3.17



- **El Carmel.** Final approval was given to the amendment of the PGM for El Carmel and the surrounding area. The amendment defines new green zones and open spaces, future amenities, a large number of public car parks and improvements in accessibility conditions throughout the neighbourhood.

- **Els Tres Turons.** Final approval was also given to the amendment of the PGM that proposes creating and consolidating a large strategic green space for the city, while not affecting the houses near the Els Tres Turons park.

- **La Vall d'Hebron.** Work continued on developing the La Teixonera area and final approval was given to the Urban Improvement Plan (PMU) of Plaça de la Ciutadella. In terms of the La Clota neighbourhood, final approval was given to the urbanisation and reparcelling projects of the La Clota Reordering PMU and the process began to draft the reparcelling project of the La Clota Conservation PMU.



### New Amenities

- Some new amenities were opened:
  - **District Citizens' Service Office**, which opened new facilities and is now one of the biggest in the city, with a surface area of 535m<sup>2</sup>.
  - **Masia de Can Soler**, in the neighbourhood of Sant Genís, which since October has housed the Catalan Floral Art School, Agudells Collective and some activities from the Els Tres Turons Foundation.

- **L'Harmonia EBM**, an annex of the Baloo school in the neighbourhood of Montbau, with a surface area of 608m<sup>2</sup> and 81 new places on offer.

- The creation of a new District Directorate of Services has led to the need of **redistributing the workspaces** of the different services in the district in both the headquarters, with the installation of an office on the ground floor, and Directorate of Services for People in Carrer Marina.

Other new amenities that are currently being created include:

- Construction work is at a very advanced stage for the **Font d'en Fargues day centre** and the **Mas Guinardó day centre was completed**.

- Construction of a car park in Plaça de Salvador Allende, with a capacity of some 200 vehicles.

- The carrying out of work in accordance with the new social centre model has also led to the **redistribution of certain civic centres**.



### New Public Spaces

- This was the year of **transforming Ronda del Guinardó** after a year dedicated to the demolition of its viaduct. In addition to providing mobility and accessibility between the different areas of the neighbourhood, this initiative also gained new meeting places for the different segments of the population.

- **Reurbanisation work was completed for Avinguda de la Mare de Déu de Montserrat** and work on the section of the second stage began in June, between Carrer de Sanllehy and Carrer de Cartagena.

- Work continued on the **block of amenities in the Guinardó Market (JA-3)**, a complex measuring 26,000m<sup>2</sup> and including a CAP, day centre, residence, municipal market and other shops, car park, youth day centre, nursery and residential block.

- The **entrance to the El Coll-La Teixonera Metro station** acts as a driving force for the new centrality of Plaça de Salvador Allende.

- Nine streets around **Plaça de Pastrana** are being reurbanised, with priority being given to widening pavements. This transformation will be completed by a new nursery in Carrer de Sigüenza.

- The **restoration of the Turó de la Rovira anti-aircraft battery point** represents a milestone and veritable symbol for the future Els Tres Turons Park. This initiative aims to provide dignity to the surroundings, improve accessibility and security and rehabilitate this space and any traces of former shantytowns.

### Works Projects

- **Work continued on the project to urbanise and improve accessibility** in Carrer Santa Otilia and the fourth section of Carrer del Telègraf.

- **Commencement of preliminary studies** to urbanise and improve Plaça Raimon Casellas, build a car park and urbanise the area around Carrer Ramiro de Maeztu and also the second stage of remodelling the Montbau neighbourhood.

- **Current project stage** for renovating Plaça de Eivissa, actions on Avinguda de Jordà, the construction of down escalators in Gallecs and up escalators in Palautordera and also escalators for Font de la Mulassa.

### Maintenance

- Various initiatives were carried out divided into two sections. One is the **improvement of maintenance management of amenities**, with updated information, plans, computer inventory, current status

reports and the implementation of a programme to manage all this information. The other is the **realisation of annual corrective maintenance and improvement of facilities** such as ventilation, for example in the Boca Nord area, renovation, in the Can Mariner Library and Baix Guinardó day centre for senior citizens, introduction of noise barriers, archives and EAIA, and other actions in general to improve lighting.

- The line of action of the district in terms of the **maintenance of urban space** led to improved accessibility, repaired pavements, improved street lighting, cleaning of public spaces and also the supervision of different external operators (FECSA-ENDESA and Agbar, etc).

## The Environment

- “Horta-Guinardó District Environmental Actions” is a new project that led to a participative diagnosis of the sustainability initiatives of over 40 organisations, associations and companies in the district.

- The **First District Organisation Day** was held, during which a platform was set up with all the agents involved to participate in the Second Barcelona Agenda 21 Convention.

- The **7Verd social network** was **designed and set up** to facilitate communication between organisations and bodies in the area.

- The range of free activities available to citizens included a series of **Environmental Tours**, with groups of 30 people learning about the district’s natural heritage, and in **workshops on recycling at day centres for senior citizens and children’s play centres**.

## Prevention, Security and Mobility

- **Consolidation of the Local Police on the Beat service**, which remains in constant contact with the association

network of the district (clubs and associations), handles reports and coordinates with command centres and other operational teams in the district.

- **Priority was given to the fire prevention service in the district’s forest area** and although no fires were produced, there was collaboration in firefighting in other districts. Forest patrols carried out great work in inspecting and collaborating in the cleaning of paths and trails that were mainly affected by snowfall in March and extremely windy days.

- **There was also collaboration with the Collserola Park surveillance services** to return wild boar and other animals found in urban areas to the forest zone.

- **Control and surveillance of Arrabassada roads** from Horta to Cerdanyola and access to the Collserola cemetery. In general, accidents in the district were reduced by some 6%.

- The **Operational Traffic Support Team** carried out 81 improvement protocols and 80 reports, 12 event plans affecting transit (festivals, parades and races, etc), 32 plans and 22 additions to construction work in public thoroughfares, 16 street closure declarations because of construction work, 133 meetings on construction work and traffic circulation subjects, 100 construction site inspections and various studies on accidents.

- The **Complaints Office** is now fully consolidated, opening in the mornings and afternoons, and it is becoming increasingly more known to citizens in the district.

- **Application of the Civic Behaviour Bylaw** led to surveillance of public spaces and problematic areas mainly at night and on weekends, with continued satisfactory results.

- The **District Prevention Service** worked with educational centres and carried out various initiatives to alleviate problems of coexistence, with the involvement of various bodies and the participation of residents.

Table

**7** 3

## Indicators

<b>Population Figures</b>	<b>2010</b>	<b>2009</b>	<b>% Variation</b>
Total Population	171,026	172,018	-0.58
Male	80,984	81,620	-0.78
Female	90,042	90,398	-0.39
0 - 14 years old	12.0	11.8	1.58
15 - 24 years old	8.7	8.9	-2.14
25 - 64 years old	56.8	57.1	-0.58
65 and over	22.5	22.2	1.70
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	10	10	0.00
Number of Places	628	628	0.00
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	21	21	0.00
Number of Pupils in Nurseries + Primary Schools	5,612	5,635	-0.41
<b>Public Secondary Schools (IES)</b>			
Number of Schools	8	8	0.00
Pupils in Compulsory Secondary Education	2,036	2,059	-1.12
<b>Vocational Training Centres (FP)</b>			
Number of Centres	4	4	0.00
Number of Enrolled Students	1,435	1,268	13.17
<b>Social Action</b>			
<b>Social Services Centres</b>			
Number of Users Attended To	5,628	5,882	-4.32
Number of Days on Waiting List for First Visit	20.10	21.00	-4.29
<b>Home Care Service</b>			
Number of Homes Receiving Service	1,401	1,067	31.30
Average Number of Hours per Week in Homes Served	5.08	5.06	0.40
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	690,462	728,792	-5.26
Number of New Library Card Holders	5,091	6,088	-16.38
<b>Events for Senior Citizens</b>			
Number of Members	6,031*	7,002	-13.87
Number of Activities	2,144	926	131.53
Number of Activity Users	45,126	n.d.	
Number of Volunteers	280	226	23.89
<b>Sport - Sports Amenities and Promotion</b>			
Number of Paid-Up Members	13,123	12,617	4.01
Pupils Who Participated in "Do Sport in School"	4,090	4,883	-16.24

\*Memberships were renewed according to actual day centres users.



# Nou Barris

Councillor:

**The Hon. Ms. Carmen Andrés Añón**

Manager:

**Mr. Josep García i Puga**

**Nou Barris represents almost 10% of the city in terms of its demography and extension. It is the district with the most neighbourhoods, 13 in total, of the city's 10 districts, which explains its social and urban uniqueness, with its complexity and density, especially when taking into account the fact that it is the most recent populated area on the Pla de Barcelona, or Barcelona plain. Its essentially rural origins, extensive social network and features deriving from the waves of migrants it has had over the years have conditioned, and continue to condition, the development of its urban and social planning policies. Since the restoration of democracy, these have focused on providing the services, amenities and infrastructure that were not put in place during the initial years of urban expansion. The streets and squares of Nou Barris today are an excellent example of what is known as "the new Barcelona" and now, with the completion of this mandate, the foundations will have been laid for what is destined to be the new epicentre of the city and its area of influence.**

Management in 2010 was based on pursuing initiatives begun in previous fiscal years and launching others intended to culminate in compliance with the commitments set out in the 374 measures of the 2008-2011 District Action Plan (PAD), which are structured around very specific strategic courses of action, such as social cohesion, initiatives in housing, the public space and network of amenities, as well as development policies on the environment, prevention and security. Particularly noteworthy is the execution of the programme established in the Roquetes Neighbourhood Law and the drafting of the Nou Barris Amenities Plan for the period 2011-2020.

## Social Cohesion and Services for People

### Education

- During this mandate, 43 centres in the district were refurbished and six enlargement and improvement projects were initiated (with four already completed and two underway in 2011). Similarly, the district's Integral Educational Services Centre was enlarged and improved (in its new headquarters in Carrer Nil) and the new Catalan Language Normalisation Centre was opened in new premises and two trade learning centres were also opened. The signing of an agreement with UNED will lead to the first university premises in the district, as well as the building of four new nurseries (with 324 new places, 2,972.45m<sup>2</sup> and an investment of 7,559,014 euros). **A rehabilitated public school area, therefore, totalling 24,420m<sup>2</sup> and 22,389,604 euros of budgeted investment.**

- The 80 school centres located in Nou Barris (45 public and 35 state assisted) registered **a total of 16,897 enrolled students** (56.4% and 43.6%, respectively). The second cycle of children's education registered 3,620 enrolments, primary education 6,843 and obligatory secondary education (ESO) 5,032.

- The activity programme of the **holiday campaign for children** between the ages of 1 and 17 included over 90 leisure

activities, with the granting of 305,051 euros in the form of grants for 2,186 users.

- The **Fantastic Summer, Sport for All Programme** was also developed, comprising sports activities led by the School Sport Foundation and with the collaboration of various bodies. It offered 2,000 places during the months of July and August.

## Social Services and Public Health

### Services for People

- The **social services centres** attended an average of 1,173 users per month, with a total of 9,804 different users attended this year. The number of family cases opened was 7,158 and these affected 8,545 people.
- The **Home Care Service** provided services to 2,208 homes (1,681 with family workers) and attended a total of 2,422 people. [See Table 8.1]

### Amenities

- The series of actions for **renovating and enlarging the social services centres (CSS)** were defined. Roquetes-Trinitat Nova-Canyelles CSS continued its work in Carrer Alcántara and the remodelling works began for the Vidal i Guasch CSS. At the same time, work continued on the CSS in Carrer Argullós (for residents of Prosperitat, Verdum and La Guineueta).

- The **new CSS** at the following addresses are now providing services to users in their respective neighbourhoods: Avinguda Rasos de Peguera 25 (Ciutat Meridiana, Torre Baró and Vallbona), Selva 57 (Porta and Vilapicina i la Torre Llobeta) and Selva 61 (El Turó de la Peira and Can Peguera).

- The **Cotxeres Integral Health Centre** opened in September to take over providing services for the users of centres in Vilapicina i la Torre Llobeta, Turó and Rio de Janeiro, while the new Pi i Molist Residence for the Mentally Ill, in the Pi i Molist day centre, has been providing services to 30 patients since January. The enlargement of the Ciutat Meridiana primary health care centre will be a reality in 2011.

## Housing

- There were 13 housing promotions planned for this mandate: six were

protected housing, five were for rehousing residents and two were social housing for senior citizens. Two of these 13 were completed (Torre Baró, at Avinguda Escolapi Càncer 4, and Trinitat Nova, at Aiguablava 44), five are currently being built, three have building permits and three are pending building permits. Alongside the 50 homes with services for senior citizens in Passeig Urrútia, there are another 77 rental homes with services for senior citizens in Prosperitat (Molí/Via Favència).

- Continuation of the process of adjudicating protected housing in Torre Baró (62 at Avinguda Escolapi Càncer 2, 57 at Avinguda Escolapi Càncer 15 and 29 at Avinguda Escolapi Càncer 4).

The major projects to remodel the neighbourhoods continued and the targets set were achieved.

- **Turó de la Peira.** The advantages implied by being included in the list of special interest were applied to buildings with structural problems and work continued on rehabilitating the 39 buildings pending from a total of 142 that are affected. At the same time, the process of rehousing 61 families was accelerated.

- **Trinitat Nova.** Work on rehousing 182 families continued and advances were made in remodelling Blocks B and C.

- **Torre Baró.** The construction of 338 homes with protected housing status continued in Sector I (junction area between Avinguda Vallbona and Carrer Escolapi Càncer).

- **Canyelles.** This year saw the submission of the remodelling project

to restore blackened façades in accordance with the pact signed by the Municipal Housing Agency and Catalan Government. The first agreements under the terms of this pact are now being reached with groups of owners in affected buildings. Moreover, provisional approval was also given to the modification of the Metropolitan General Plan (PGM) that will make it possible to construct protected and social housing in Carrer Antonio Machado, as well as the construction of a new municipal football field, the transfer of the current petanque courts and a new covered facility measuring 1,000m<sup>2</sup>.

- **La Prosperitat.** Final approval was given to the amendment of the PGM, allowing for the construction of social housing and amenities in the area between Passeig de Valldaura, Carrer Argullós and Avinguda Rio de Janeiro, a block that will house 3,000m<sup>2</sup> of covered amenities and 7,000m<sup>2</sup> of social housing.

- **Ciutat Meridiana.** Work continued on developing the Urban Improvement Plan (PMU) by installing 212 external elevators in properties that do not have this service. A new PMU with the same objective was also approved for **La Guineueta**.

## Promotion of Citizens' Issues and Culture

### Social and Professional Integration

Collaboration with Barcelona Activa and the Catalan Government Employment

Table

81

### Social Services Centres

Social Services Centres	2010	2009	Variation	%
Number of Users Seen Each Week	1,173	1,342	-169	-12.59
Number of Days on Waiting List for First Visit	23	27	-4	-14.81
<b>Home Care Service</b>				
Number of Homes Receiving Service	1,668	1,603	65	4.05
Average Number of Hours per Week in Homes Served	4.62	4.54	0.08	-1.73



Service (SOC) allowed several programmes to be set up to foster employment.

- **The Can Peguera workshop school** encouraged the participation of 56 unemployed young people who learned seven professional specialised trades during the work on remodelling the former barracks to convert it into a day centre for senior citizens.

- **Employment plans** provided work for periods of six months for 242 people who have difficulties in joining the workforce and mainly from Ciutat Meridiana, Torre Baró, Vallbona and Roquetes.

- **The Neighbourhood Work Programme** helped contract 124 technicians for periods of six months to support placement actions and projects for people with special needs developed in collaboration with organisations in Roquetes, Ciutat Meridiana, Torre Baró and Vallbona.



## Women

The Women's Information and Services Point attended 389 women and hosted 70 group sessions, 62 of which were workshops. It also coordinated a total of seven activities related to celebrating 8 March and 25 November.

## Youth

The reformulation of the services offered at the former Les Basses Civic Centre will result in a youth space that will promote youth training and employment through trade learning centres, work transition plan and youth plan. On the other hand, the Prosperitat day centre for young people will be temporarily located in the block between Avinguda Rio de Janeiro, Avinguda Meridiana and Passeig Valldaura in order to develop activities in improved conditions.

## Sport

Construction of the new Cotxeres Borbó Sports Complex continued, to be opened in 2011, the year during which remodelling will begin of the tracks at the Valldaura Municipal Hall and Virrei Amat Sports Complex. At the same, various sports programmes for young

people were launched and these have already been adequately discussed in the section on education.

## Culture

### Cultural Promotion, Dissemination and Action

There was an increase in the number of people registering for municipal courses – over 5,500 people – due to the larger number and greater variety of courses on offer. Libraries registered a total of 529,016 visits. The new Verdum neighbourhood day centre opened its doors in September and the opening of the Porta-Sóller Civic Centre in the Can Verdaguer Masia is forecast for the beginning of 2012 judging by the current rate of construction work.

### Amenities

The management of amenities was strengthened through civic management, as evidenced by the Prosperitat neighbourhood day centre, 9 Barris Popular Athenaeum, Can Basté Civic Centre, La Cosa Nostra neighbourhood day centre and Ton i Guida Civic Centre, with the addition soon of the Prosperitat and La Guineueta day centres for young people.

### Retail Trade Promotion

Supply centres in the district continued to update their services with the presentation of the final design for the remodelling of the La Guineueta Market, scheduled for 2011, which will imply improvements such as the incorporation of a supermarket in addition to its renovation.

### Citizen Participation

The promotion of citizen participation resulted in the awarding of 150 grants, amounting to 881,287.38 euros to specific entities working in the fields of social, cultural and sporting action, while others received technical support (lighting equipment and platforms, etc). Sector Councils and Neighbourhood Councils maintained their daily activities, while the number of public hearing sessions increased.

### Serving Citizens

The following initiatives were carried out regarding communicating the district's activities:

- The fortnightly general information bulletin "Nou Barris Actualitat" (NBA) was given a boost by means of a new design and new distribution concept through the creation of an e-distribution list that 3,800 people had signed up to by the end of the year.
- The number of visits to the **district's web portal** rose from 142,755 (391 a day) in 2009 to 238,415 (651 a day) in 2010, representing an increase of 68% (and 98% from 2008).
- The district joined the **social network sites** and now has many followers in Facebook (1,200 fans for its page and 2,500 friends in its profile) and Twitter (400 followers) and its use of Flickr and YouTube is becoming increasingly more common.
- Using the **IRIS service programme for citizens**, 1,106 communications of incidents, complaints and suggestions were resolved. [See Table 8.2]
- The **citizens' service office** saw 122,547 visitors (110,581 at the district's office and 11,966 in the Zona Nord office) and processed 203,816 applications.
- **In the field of administrative procedures**, 140 appeals were received, 13% more than the previous year.
- Job placement and social cohesion were the main priorities of the **Neighbourhood Work Programme**.

### Urban Development Works and the Public Space

#### The Public Space

- **Roquetes Neighbourhood Law.** Projects with long planning periods were accelerated. The following streets were redeveloped: Artesania, Romaní and Llobera, repairs were carried out in the Pla de Fornells Park and escalators and elevators were installed in areas with uneven terrain. The neighbourhood was given a new space for recreation (Rodrigo Caro Park) and a new Green Point in Montserrat market. The Ton i Guida Civic Centre was also remodelled, as were the courts of the Antoni Gilabert Sports Complex. The social services centre was temporarily moved while its permanent offices are being built, and the refurbishment process began at the 9 Barris Popular Athenaeum, the cradle of artistic life in the district.
- Sensible improvement policies to significantly improve energy efficiency in municipal buildings were also introduced: solar panels were installed, various buildings were rehabilitated, traffic lights were placed at various junctions and architectural barriers were removed.
- **A balance of amenities** - not just those related to education, such as improvements at the Antaviana school or enlargement of the Pla de Fornells nursery - was one of the main objectives this year, and this was demonstrated by the commitment to provide the

Table



### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	1,106	1,320	-214	-16.21
Number of Communications Resolved	1,188	1,319	-131	-9.93
Number of Communications Pending	19	53	-34	-64.15
Citizens' Service Office (OAC)				
Total Number of Visits	122,457	121,500	957	0.79
% of People Attended To in <10 minutes	68	67	1	1.49
Total Procedures per Year	203,816	193,819	9,997	5.16



neighbourhood with other types of amenities, such as the Espai Via Favència association centre, which was created to house some of the more emblematic and active organisations in Nou Barris.

- All this meant a direct investment in excess of 11 million euros (50% contributed by the Catalan Government and City of Barcelona) and additional investment attracted through other government (mainly municipal) and private budgets of over 18 million euros. Added to these figures must be the investment in transport and urban planning that led to the extension of the L3 Metro line between Canyelles and Trinitat Nova, with an intermediate stop in Roquetes.

- Regarding the municipal company **Pro Nou Barris SA**, the fiscal year was marked by the development of projects drawn up in previous years that made it possible to carry out the action laid down in the District Action Plan (PAD). Notable among the most important of these initiatives were those included in the Roquetes Neighbourhood Law, which are very close to completion, and the start of various work programmes set out in the Torre Baró-Ciutat Meridiana Neighbourhood Law

- Notable among the **urban development work** carried out were the installation of three elevators to help link the different height levels of Carrer Alcántara, interior courtyards of the Canyelles block (stages 2 and 3), the interior courtyard of block 4 in Trinitat Nova, the school walk in Prosperitat (Tissó, Molí, Poeta Masifern and Flor de Neu), Passeig Fabra i Puig (between Marie Curie and Passeig Valldaura), Plaça Jesús Carrasco and Plaça Petit Príncep, Torrent de Can Piquer, the area around the CIS Cotxeres (Avinguda Borbó and M. Àngels Ribas), the access ramp to the Elisenda de Montcada school and La Muntanya nursery in Ciutat Meridiana and refurbishment of La Ideal Flor and Verdum neighbourhood day centre.

### Amenities

- Remodelling of Espai Via Favència and construction of the Ciutat Meridiana

Green Point, Ciutat Meridiana-Torre Baró-Vallbona Social Services Centre, Zona Nord Citizens' Service Office and temporary marquee for the 9 Barris Popular Athenaeum, to allow for the remodelling work to begin for the Fàbrica de Creación (Creation Factory). Photovoltaic panels were also installed at the Gaudí school.

- The following actions began in 2010 and will end in 2011: development of Can Peguera urban allotments, courtyard interiors of La Guineueta block (stage 1) and Campillo de la Virgen in Torre Baró, and construction of the Can Peguera day centre for senior citizens, Can Verdaguer Masia and Cotxeres Borbó Library and day centre for senior citizens.

### Maintenance

- All the contracted work was completed, which included 769 job orders, as well as various interventions in cleaning and maintenance of amenities and services, highlights of which included the paving of 14 streets and support work to the employment plan teams dedicated to maintaining urban elements.

- Remodelling work included in the **Integrated Management Plan (PMI)** was carried out in the following streets: Maladeta, Japó, Pujalt, Vall d'Aro, Teresa de Confronts, Alvarado, Alhucemas, Garbí, Greco and Maria Zambrano, and paving was done on Passeig Fabra i Puig (Avinguda Meridiana/Plaça Virrei Amat) and Via Favència (Via Júlia/Avinguda Meridiana, sea side).

### Land Management

- Actions were carried out to expropriate three buildings in Carrer Petrarca, with the aim of constructing a residence and day centre for senior citizens, and various buildings affected by the green and forest areas in Torre Baró (streets of Palau-solità and Torrelles), as well as reparcelling actions in Porta and Vilapicina i Torre Llobeta.

- **BAGURSA** drew up the project for a new urban development project to provide Trinitat Nova with a new front between the streets of Garbí and Platja d'Aro.

## Permits, Licences and Inspection Indicators

Twenty-three applications for major works permits were received (47-day resolution period), 133 for minor works (66-day resolution period) and 1,561 communications regarding activities (266-day resolution period).

## New Amenities

- The 2011-2020 Nou Barris Amenities Plan was drawn up after demographic and diagnostic work had been completed on the current group of amenities. It was observed that during this current mandate (2008-2011), municipal investment was made for a total of 31,000m<sup>2</sup> of covered space in 30 newly constructed and 17 remodelled buildings, which was 50% of the amount constructed in the period 1980-2007. The plan clearly defines the amenities to be built or renovated to comply with the Barcelona Neighbourhood Municipal Government Measure, dated 28 November 2008, and what type of amenities residents will need in the district in 2020.
  - Opening of the Verdum neighbourhood day centre, Pla de Fornells nursery in Roquetes, Ciutat Meridiana Green Point in the market and two social services centres in Carrer La Selva, providing services to the neighbourhoods of Porta, Vilapicina i la Torre Llobeta, Can Peguera and El Turó de la Peira, as well as relocation of the Catalan Language Normalisation Centre (in Carrer Rosselló i Porcel) and the area's Integral Educational Services (in Carrer Nil).
  - The **Integral Health Centre** (with many additional services, such as an emergency service) opened in the Cotxeres Borbó Centre and a library, day centre for senior citizens and sports complex will open there in 2011.
  - The residence and day centre for senior citizens will soon open in Espai Via Favència and Carrer Molí, as well as social housing for senior citizens with special needs.

- The Can Peguera day centre for senior citizens and urban allotments are almost completed.
- The enlargement of the new Ciutat Meridiana primary health care centre is being finalised.

## Prevention, Security and Mobility

- The two main police forces – Mossos d'Esquadra Catalan police and Guardia Urbana city police – began **joint patrols** to better coordinate the resolving of cases and work towards prevention in security matters.
  - Regarding the work of the Guardia Urbana, security in Nou Barris was guaranteed by a **Territorial Unit** that managed 22,219 incidents (-7%) and imposed 17,167 parking fines (-12%) and 7,008 traffic fines (+18%).
  - Education in terms of safety was promoted through activities related to **road safety training**. Benefitting from the activities during the year were 4,692 children from 199 classrooms in 32 schools throughout the district.
  - Regarding mobility, the 83 bus line replaced the former 80, 81 and 82 bus lines to improve connections between the three neighbourhoods in Zona Nord, as well as with the city centre. The district's amenities will also be more accessible because of this. Improvement to accessibility were also announced for the L5 Metro line stop of Virrei Amat, an initiative promoted by the Catalan Government that will include enlarging the lobby and installing escalators and an elevator.
  - The underground car park in Fabra i Puig opened (between Marie Curie and Passeig Valldaura) and the foundations were laid by the company Barcelona Municipal Services (BSM) to begin work on the car park in Ciutat Meridiana.



Table

**8** 3

## Indicators

<b>Population Figures</b>	<b>2010</b>	<b>2009</b>	<b>% Variation</b>
Total Population	169,048	167,883	0.69
Male	81,137	80,443	0.86
Female	87,911	87,440	0.54
0 - 14 years old	21,287	20,884	1.93
15 - 24 years old	15,774	15,673	0.64
25 - 64 years old	93,910	93,412	0.53
65 and over	38,077	37,914	0.43
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	11	11	0.00
Number of Enrolled Students	769	789	-2.53
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	23	23	0.00
Number of Pupils in Nurseries + Primary Schools	5,873	5,929	-0.94
<b>Public Secondary Schools (IES)</b>			
Number of Schools	11	11	0.00
Number of Enrolled Students	2,833	2,872	-1.36
<b>Vocational Training Centres (FP)</b>			
Number of Centres	4	4	0.00
Number of Enrolled Students	983	751	30.89
<b>Youth Plan</b>			
Initial Number of Participants	441	432	2.08
Number of Pupils Who Completed the Programme	278	273	1.83
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	529,016	489,587	8.05
Number of New Library Card Holders	8502	9,308	-8.66
<b>Civic Centres</b>			
Number of Registrations for Workshops	8,202	9,308	-11.88
Audience Figures for Cultural Seasons and Activities	24,304	25,706	-5.45
Number of Users of Creative and Rehearsal Spaces	1,835	1,935	-5.17
<b>Events for Senior Citizens</b>			
Number of Spaces and Day Centres	6	6	0.00
Number of Members	7,058	7,160	-1.42
Number of Workshops and Courses Offered	125	128	-2.34
<b>Sport - Sports Amenities and Promotion</b>			
Number of Paid-Up Members	8,258	9,885	-16.46
Pupils Who Participated in "Do Sport in School"	4,556	4,660	-2.23
Number of Participants in Physical Education in Schools	4,222	3,650	15.67
<b>Works and Activity Licences</b>			
<b>Building Permits</b>			
Number of Applications for Major Works Permits	23	46	-50.00
Average Number of Days to Decide Major Works Permit Applications	47	95	-50.53
Number of Applications for Minor Works Permits and Communiqués	93	462	-79.87
Average Number of Days to Decide Minor Works Permit Applications	66	113	-41.59



# Sant Andreu

Councillor:

**The Hon. Ms. Gemma Mumbrú Moliné**

Manager:

**Mr. Miguel Ángel Valdueza Romero**

**Sant Andreu, situated in the north, is the city's ninth district. It covers a surface area of 656.4 hectares and has 147,374 residents according to the census, giving it a population density of 159 residents per hectare.**

**The district is centred around its oldest population nucleus, the town of Sant Andreu de Palomar, which was annexed to Barcelona in the late 19th century. Its neighbourhoods – Trinitat Vella, Baró de Viver, Bon Pastor, La Sagrera, Navas, El Congrés i Els Indians and Sant Andreu de Palomar – are varied in composition and configuration and between them make up a diverse district that reflects the physical and human reality of the city.**

**The arrival of the AVE high-speed rail line to Barcelona will mark a before and after in the district, as one of its two stops will be the station of La Sagrera. The urban development changes related to this initiative have already begun to establish a new situation in the area with one clear objective in mind: to remove the physical barriers dividing the neighbourhoods and to make this part of the city a cohesive space, both in terms of urban planning and social issues, and at the same time a pole of attraction due to its singular concentration of land transport communications and cultural projects.**

The district of Sant Andreu has experienced in recent years a major transformation with infrastructure projects such as the high-speed rail line or Sant Andreu-Sagrera Plan. It has also invested in the restoration of emblematic buildings such as La Fabra i Coats, the former barracks of Sant Andreu and Navas, Canòdrom dog track, former Trinitat prison and its historical centres. The work carried out has sought to ensure social cohesion by creating new and better amenities and strengthen territorial structure by removing barriers to integrate spaces with each other, but also with the rest of the district and the city.

Work also continued throughout the area to reduce traffic and give priority to pedestrians. In terms of each neighbourhood: the Trinijove Foundation occupational training centre was initiated in Baró de Viver; the second stage of refurbishment of the Cases Barates (Cheap Housing) and arrival of the Metro in Bon Pastor; Carrer Garcilaso became the main street connecting La Sagrera and the Canòdrom building was restored in Congrés-Indians; improved spaces for pedestrians with wider pavements in Navas and design of an amenities block in the former barracks to provide services for the district's most densely populated neighbourhood; progress was made to preserve the historic centre of Sant Andreu and the renovation of several squares began, such as Orfila and Comerç; traffic flow was reduced in the historic centre of La Sagrera, and finally, more pedestrian streets were created in Trinitat Vella.

It is worth noting the district's major commitment to strengthening and expanding its network of health, educational and also cultural facilities, such as La Fabra i Coats, Museum of Contemporary Art at the Canòdrom, Water Museum, La Casa Bloc, public ownership of the Nau Ivanow, La Torre de Fang and La Xarxa de Municipis Indians.

## **Social Cohesion and Services for People**

### **Promotion of Education and Children's Issues**

- **Consolidation of the Toddlers' Care Network**, consisting of the Barcelona Health Consortium, Barcelona Education Consortium, Public Health Agency, Education Institute, Social Action

and Citizenry Division and Sant Andreu District Office, with the aim of promoting inter-agency initiatives to care for children between the ages of 0 and 3. Two conference days and three training activities were held – on nourishment, children's sleep and promoting good treatment for children (two aimed at mothers and fathers and one aimed at network professionals) – and three working groups of district professionals were consolidated (Franja del Besòs, la Sagrera, Navas-Congrés and Sant Andreu) over the course of the year.

- **The new Congrés-Indians children's education and primary school was opened** for the 2010-2011 school year, with 50 places in two P3 classes.

- **The Içària nursery was opened** in La Sagrera, with 73 places for children between the ages of 0 and 3.

- **The "Neighbourhood Time, Educational Time" programme was set up** in eight district neighbourhoods with the opening of four school playgrounds throughout the year, including during the Christmas, Easter and summer vacation periods.

- **The "Let's Paint the La Manigua Wall" project was carried out** in the neighbourhood of El Congrés, with the involvement of the district and all the educational community: nurseries, children's education, primary and secondary schools, Llotja school and parents associations (AMPAs).

- **The District of Sant Andreu Truancy Committee was formed** and its various mechanism to prevent, detect, act on and deal with truancy were activated, contained in the integral plan to improve schooling and deal with truancy in the city of Barcelona.

- **Peace Camp-Universal Forum of Cultures Foundation.** Various students from the Príncep de Viana school in the neighbourhood of La Sagrera were chosen to participate in the seventh edition of the Peace Camp, held in Chile, as part of the Valparaíso Forum 2010.

- **Exhibition of Cultural Programmes.** As part of the exhibition, which was organised by the IMEB with the participation of the district, grants were awarded to the four participating schools to carry out various cultural projects.

- **Video Festival.** The tenth edition of this annual festival was held in the district, with the participation of 20 schools contributing 21 audiovisual works, as well as the Sant Andreu Municipal Music School.

- **Sant Andreu Floral Games 2010.** Thirty-five school centres participated with 340 works.

- **Youth Research into the District Exhibition.** Coordinated by the Barcelona Education Consortium, Pedagogical Resource Centres and the district itself, five institutes participated and presented 20 research works, of which three were selected for the Youth Research into Barcelona Exhibition.

### Housing

- **Bon Pastor Neighbourhood.** The adjudication of 190 homes corresponding to the second stage of remodelling the neighbourhood ended and the homes to demolish were prepared for the third stage. The works projects for the third stage were also commissioned and ready in February 2011, including 161 homes.

- **Other Areas.** Construction work began in earnest for public housing for people with special needs in Porta Trinitat (56 homes), former Navas barracks (76 homes for senior citizens and 78 for young people) and Torres i Bages. Final planning was also approved for the Sant Andreu–Sagrera Plan and its corresponding number of homes were reserved.

### Social Services and Public Health

#### Services for People

- **Public Health Agency Programme Contract.** The contract was revised and amended, incorporating the Neighbourhood Health programme. Three schools introduced the “On the

Move Practising Sport” project this year and a programme promoting health in schools.

#### Senior Citizens

The Navas day centre management committee was consolidated and the La Palmera and Mossèn Clapés day centre committees were formed. The website for the municipal day centres was also activated as an information point for senior citizens. Highlights also included some general fun events, such as the celebration of International Day for the Elderly in SAT and the final act of “Let’s Move. Fit Senior Citizens!”. [See Table 9.1]

### Promotion of Citizens’ Issues and Culture

#### Women

- **25 November, International Day for the Elimination of Violence against Women.** Eleven activities were held and 14 organisations participated.

- **“Gender Stereotypes: Communication between Fathers and Mothers and Sons and Daughters and Violence Prevention”.** Talk-discussion aimed at the AMPAs of all the schools in the district.

- **8 March, International Women’s Day.** Twenty-six activities were held and 52 organisations participated.

- **“Non-Sexist Toys: Boys and Girls Have the Right to Play with All Toys and Not Just Half of Them”.** Project carried out in the district during the month of December 2010.

Table



### Senior Citizens and Social Promotion

Events for Senior Citizens	2010	2009	Variation	%
Workshops and Courses	232	221	11	4.98
Programmed Hours	5,872	5,625	247	4.39
Registrations for Workshops and Courses	3,776	3,615	161	4.45
Activities	480	427	53	12.41
Participants in Activities	31,250	29,700	1,550	5.22
Number of Day Centre Members	8,235	8,215	20	0.24
Motivational Activities for Senior Citizens	12	12	0	0.00
Participants in Motivational Activities	1,000	1,000	0	0.00
<b>Councils for Senior Citizens</b>				
Member Organisations	53	52	1	1.92
Plenary Meetings	9	9	0	0.00
Average Number Attending	45	46	-1	-2.17



## Youth

- **TRINIJam Festival.** Over 1,000 young people attended the first edition of this meeting of urban youth cultures, which also served to get young people working in the district's neighbourhoods.
- **Youth Information Point (PIJ).** This year meant that all public secondary schools had a PIJ.
- **Promoting Training.** There were various projects of note this year promoting training that were initiated by the Garcilaso Centre and the Centre of Trades, Tourism and Culture, in collaboration with the Department of Immigration.



## Sport

- **La Maquinista People's Race for Integration.** In July it celebrated its third edition.
- **Tenth Sports Night.** Held in October.
- **Second Sant Andreu Cross-Country Race.** Held in May in the Fluvial del Besòs Park as part of the Barcelona School Cross-Country Challenge.
- **Improved Amenities.** Remodelling work on the Baró de Viver sports track was completed in June.



## Culture

### Cultural Promotion, Dissemination and Action

- **Els Tres Tombs.** As in previous years, this traditional popular festival was held in honour of Saint Antonio Abad.
- **Saint George's Day.** As part of this celebration, the writers of Sant Andreu autographed many copies of their books and the second Literatos meeting was held, as well as many other acts organised by civic centres and cultural amenities in the district.
- **Concerts in Pegaso Park.** Pegaso Park hosted open-air concerts every Sunday in June featuring the Barcelona Roquetes-Nou Barris Symphony Band.
- **Dr. Mabuse Short Film Festival.** Ninth edition of this festival in the neighbourhood of Trinitat Vella.
- **Formul'Art.** Youth marathon of scenic arts in which 14 theatre groups, five dance troupes and two musical groups performed non-stop in the Trinitat Vella Civic Centre for the three days of the event.
- **Meridiana Canòdrom.** The Canòdrom dog track hosted music and theatre shows as part of the festivities for the La Mercè city festival.
- **Maria Canals Piano Competition.** Participation in the acts with the placement of pianos in Plaça Ferran Reyes



in Navas and Plaça Orfila in Sant Andreu so that anybody who wanted to play them could.

- **Spring and Christmas Concerts.** Performed by the Chamber Orchestra in the churches of Sant Joan Bosco in Navas and La Santíssima Trinitat in Trinitat Vella, with a great many people attending.
- **Miquel Casablanques Award 2010.** The 28th edition of this award for the visual arts aimed at young creators.
- **VisualSound.** Celebration of a new edition of this audiovisual festival in Barcelona on youth creation, with many people attending.

In terms of new initiatives, below is a list of projects arising from the various committees of the Culture Council:

- **Sant Andreu Writers' Guide.** The Public Reading Committee of the Culture Council produced a catalogue of writers in the district.
- **First Sant Andreu Plastic Arts Day.** Organised by organisations in the Plastic Arts Committee of the Culture Council, the day hosted workshops and conferences on the plastic arts.
- **Fica't al SAT.** Amateur theatre event of associations in Sant Andreu, organised this year by the Theatre Committee of the Culture Council.

### Amenities

An acquisition agreement was signed with the La Sagrera Foundation by the City of Barcelona for a major amenity in the neighbourhood of La Sagrera: the Nau Ivanow, earmarked as a public cultural centre as part of the Factories for Creation programme.

### Cultural Promotion

- **Sant Andreu Awards.** Awards for the Pau Casals Monitors Group and the president of the Sant Andreu de Palomar University Extension Classroom. Coinciding this year with the celebration of the Maragall Year, there was a performance of his play *Com si entrés en una pàtria* during the award ceremony.

### Cooperation and Solidarity

- **Solidarity Autumn in the District.** Series of conferences, workshops and activities, this year under the theme "The Crisis: An Opportunity for Cooperation and Solidarity". A highlight was the exhibition on council organisations.
- **Fair Trade Festival.** As part of the acts during the city's Fair Trade Festival, there was an exhibition of fair trade

associations promoted by the Sant Andreu Cooperation and Solidarity Council.

### Retail Trade Promotion

- Work began to increase the profile of local shops in the neighbourhood of Bon Pastor. In the first stage of analysis, a census of retail trade shops was carried out and this was followed by a fun activity involving the shops and market in the neighbourhood setting up streets stalls.

- As part of the Neighbourhood Law, retail trade promotional activity in Trinitat Vella led to the production of a video, magazine and monograph on the history of retail trade in the neighbourhood.

- Two agreements were signed with the Barcelona Traders and Stallholders Guild for the location of weekly markets in the district, next to the Felip II market in the neighbourhood of Baró de Viver.

- Regarding the promotion of retail trade activity, the 15th edition of the Fair Trade in the Street District Festival was held, with the participation of two shopping areas and six retail trader associations. Approximately 275 traders set up covered stalls in the street.

- With respect to construction work, the presence of retail trade associations and government representatives of affected areas in working and monitoring groups was strengthened. Moreover, the campaign “Open Due to Construction Work” ensured that retail traders received information regarding construction work and relevant signage of the affected businesses with posts and tarpaulins.

- One highlight of the economic promotion activities was the publication of a guide of retail traders in the area of La Sagrera.

- Similarly of note was the coordination with retail trade associations of the implementation of a green area and adaptation of loading and unloading zones in the areas affected by construction work.

- In the area of employment in the district, and in collaboration with Barcelona Activa, two studies were carried out on the employment needs in two areas with a high potential of economic development: Bon Pastor-Baró de Viver, currently in the middle of industrial transformation, and La Sagrera, given the urban change project implied by a future intermodal transport node.

- Two programmes were launched within this same field: “Get Active for Employment”, aiming to promote

the resources of Barcelona Activa to improve employment, and “We’ll Accompany You”, aiming to help unemployed people find work.

### Citizen Participation

- Baró de Viver-Bon Pastor Neighbourhood Plans. On 8 March 2010, the City of Barcelona and Catalan Government signed an agreement that included 49 projects (37 improvement works and 12 social initiatives), with a budget of 17,250,000 euros (for the period 2010-2013).

- Fabra i Coats Monitoring Committee. This year, the City of Barcelona approved the government measure defining the lines of action for the new set of amenities and homes in the Fabra i Coats premises and two monitoring committees were formed. Three working sub-committees were also incorporated at the request of the participating entities.

- Monitoring Committees for Former Sant Andreu Barracks. Two monitoring committees were formed for the barracks project and the first stone of the medical complex was laid in May.

- Navas Neighbourhood Community Plan. The plan was analysed by a survey of people and organisations and two assemblies, which were attended by more than 60 people. This identified the need to deepen the relationship with the network of associations and carry out more activities in the street with a greater involvement of civic bodies.

- Recovery of Land of Former Trinitat Vella Prison. Continuation of the work of the participation committee for the former prison, consisting of organisations and residents, with the aim of defining a new urban plan on the site of the former youth prison. This new plan provides space for social housing, amenities and green spaces, etc. The proposal must be approved by the municipal plenum before the process of developing the project can begin.

- Monitoring Committees of Construction Work in La Sagrera. The committees monitored the construction work on the Cercanías Renfe station, high-speed train section between La Sagrera-Nus de la Trinitat and Lines 4 and 9 of the Metro. A participative process was also carried out with associations to agree upon the new amenities needed by the neighbourhood, culminating in the processing of amendments to the General Urban Plan.



- **Information Sessions.** Sixteen information sessions on diverse subjects were held, such as the introduction of a green area in Congr s-Indians and Sant Andreu, work progress of the tunnelling machine in Carrer Mallorca, execution of works in Pla a Orfila and Pla a Mainada and in the streets of Garcilaso and Baliarda, the third stage of the Bon Pastor Cases Barates (Cheap Housing) and amenities projects (Cotxeres Borb  and former Navas barracks).

### Serving Citizens

- For another year, since it obtained the **ISO 9001 quality certificate** in 2008, the system for dealing with incidents, complaints and suggestions (IRIS) in the district of Sant Andreu renewed its certificate and, therefore, the trust of auditors in the sense that parameters, procedures and methods are being respected. In 2010, Sant Andreu closed 1,643 IRIS files, an increase of 11.92% over the previous year.
- **New Procedural Kiosks.** Four new kiosks for procedures were installed at the following points: citizens' service office in Pla a Orfila, Garcilaso Centre in La Maquinista and Trinitat Vella Civic Centre. [See Table 9.2]

## Urban Development, Works and the Public Space

### The Public Space

Reurbanisation work and integral renovation actions were carried out in Carrer Garcilaso (Olesa-Passeig Maragall section), Velia gardens and Pla a Can drom. Reurbanisation work also began in Pla a Orfila and Pla a Comer  and the streets of Ajuntament and Balari i Jovany.

### Planning

- **The following planning areas received final approval:**
  - Road access PMU for Avinguda Meridiana to incorporate high-rate vehicle (VAO) lanes.
  - Private initiative PMU to order the areas of the building at Carrer Gran de Sant Andreu 249-251.
- **The following planning areas received initial approval:**
  - PMU to adjust the conditions of ordering the MPGM in the polygon of the Bon Pastor Cases Barates (Cheap Housing) project.
  - PMU to regulate the installation of external elevators in Bon Pastor housing blocks in the area bounded by the following streets: Sant Adri , Avan ada, Estadella and Cretes.
  - PEUMU to regulate the Can Fabra school and car park in the premises of the former Fabra i Coats factory.

### New Amenities

- The construction of the **Trinitat Vella car park**, with a capacity of 118 spaces, meant the commencement of construction work of the building to house a library, to be completed in 2011, as well as the **second stage of the integral refurbishment of the Can drom building**, thanks to a grant from CONCA.
- The neighbourhood of Sant Andreu now has a **new municipal nursery**, with the provisional name of Fabra i Coats, in the premises bearing the same name, to open for the school year 2011-2012.
- The **El Tren nursery** in Trinitat Vella was enlarged and renovated, thus increasing the number of places it offers.
- The **CAP Cotxeres Borb ** was opened, to serve the residents of La Sagrera and Congr s.

Table



### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	1,812	1,499	313	20.88
Number of Communications Resolved	1,643	1,468	175	11.92
Number of Communications Pending	112	68	44	64.71
Citizens' Service Office (OAC)				
Total Number of Visits	99,684	102,646	-2,962	-2.89
% of People Attended To in <10 minutes	66.99	59.23	7.76	13.10
Total Procedures per Year	221,705	239,563	-17,858	-7.45

- The **Vidal i Barraquer Foundation Mental Health Day Centre** was also opened in the neighbourhood of Congrés.

### Major Infrastructures

- **High-Speed Train Line Platform.**

A large section of the tunnel that will connect the stations of La Sagrera and Sants was completed. The effects of the work in the neighbourhood of Navas were resolved and the streets of Mallorca, Clot and Múrcia are back to normal.

- **La Sagrera High-Speed Rail Station.**

The construction project received final approval and construction work on the building began, which is being carried out together with certain construction stages of the rail line corridor.

- **La Sagrera Cercanías Station.** Most of the construction work on the station was completed, which meant the temporary closure of trains running between Sant Andreu Arenal and Arc del Triomf for five months. The effects of the work in Carrer Garcilaso, Carrer Olesa and Avinguda Meridiana, among other streets, were resolved at the end of the year and normality was restored with new urban developments in public spaces, such as the square between the streets of Olesa and Cardenal Tedeschini.

- **Sant Andreu Comtal Cercanías Station.** The structures of the separating walls, rail tunnels and future station were completed, while at the same time continuing with suburban and regional rail services, operations and accessibility at the station.

- **Metro Line 9.** Two stations on this line were opened, in Bon Pastor and in Passeig Onze de Setembre. Work on the new station in Carrer Honduras began and work ended on the Felip II station.

### Work Projects

- **Integral renovation** in the streets of Baliarda, Sant Antoni M. Claret (between Trinxant and Navas), Via Barcino (between Ausona and Foradada), Navas de Tolosa, Concepció Arenal (between

Dublín and Fabra i Puig), Nobel, Passeig de Santa Coloma, Passatge Bofarull and Plaça Islàndia.

- **Accessibility.** Integral actions and conversions into single platform sections in the streets of Roine, Garona and Colònia to facilitate accessibility.

### Maintenance

Road paving in Carrer Santa Coloma and Passeig Felip II.

### The Environment

A new **Green Point** was installed in Plaça de Miquel Casablanca, in the neighbourhood of Sant Andreu.

### Prevention, Security and Mobility

- Three security committees were formed that managed 45 measures benefitting the community, 38 mediations in neighbourhood conflicts and participation in four neighbourhood communities.

- Seventy-four male and 64 female cats were sterilised in the 16 registered cat colonies, and work was also done with the people feeding them to avoid health and hygiene problems.

- Seven civic agents worked in the neighbourhoods in the field of civic behaviour and posters were also put up in 18 squares requesting silence between 10pm and 8am.

- Two video surveillance cameras were installed in Trinitat Vella at the junction of Carrer Pare Pérez del Pulgar and Pare Manjón and Carrer Foradada and Via Barcino.

- Regarding road safety, a course on bicycle road rules entitled "Bicivic" was given at La Maquinista. The course was managed by the city police force and was attended by 695 students from 15 schools.



Table

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## Indicators

Population Figures	2010	2009	% Variation
Total Population	147,374	147,573	-0.13
Male	70,637	70,902	-0.37
Female	76,737	76,671	0.09
0 - 14 years old	18,809	18,419	2.12
15 - 24 years old	13,443	13,979	-3.83
25 - 64 years old	86,572	86,995	-0.49
65 and over	28,550	28,180	1.31

## Education – Public Centres

### Public Nurseries

Number of Nurseries	8	7	14.29
Number of Places	556	475	17.05

### Public Primary Schools (CEIP)

Number of Schools	20	19	5.26
Number of Pupils in Nurseries + Primary Schools	5,670	5,378	5.43

### Public Secondary Schools (IES)

Number of Schools	6	6	0.00
Pupils in Compulsory Secondary Education	1,717	1,759	-2.39

## Social Action

### Social Services Centres

Number of Users Attended To	4,884	4,870	0.29
Number of Days on Waiting List for First Visit	20	18	12.15

### Home Care Service

Number of Homes Receiving Service	1,309	990	32.22
Average Number of Hours per Week in Homes Served	5	4.96	0.20

## Municipal Amenities

### Libraries

Number of Visits to Libraries	566,720	693,511	-18.28
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### Civic Centres

Number of Workshops	325	300	8.33
People Registered on Workshops	6,339	5,287	19.90

### Cultural Production

Seasons	85	82	3.66
Activities Organised during Seasons	449	371	21.02
Audience Numbers	40,059	37,911	5.67

### Fostering Creativity

Number of Uses of Creativity Spaces	3,234	3,976	-18.66
Individual Users	26,453	22,094	19.73
Associations and Groups of Users	297	381	-22.05

### Territorial Agenda

Annual Festivities/Festive Calendar	95	93	2.15
Community Plan Activities	54	39	38.46
Residents Association Activities	1,072	1,209	-11.33

### Cooperation with Association Movement

Lending of Spaces	2,965	3,208	-7.57
Participating Organisations	234	246	-4.88



# Sant Martí

Councillor:

**The Hon. Mr. Francesc Narváez Pazos**

Manager:

**Mr. Victor Gimeno Sanjuán**

**Sant Martí is one of the biggest districts of Barcelona. With an area of 1,079 hectares, it is probably the district that has most changed in appearance, both in relation to urban transformation and its economic fabric. It is located in the Barcelona 22@ district, which has become a clear reference to other cities as a catalyst for new technologies and creative factories, which have their eyes set on 21st century industry, but are simultaneously maintaining their roots in the very same neighbourhood of Poblenou.**

**Despite the urban transformations that have taken place, new challenges remain, such as the location of the future AVE high-speed train station, consolidation of the Forum space and future transformation of the Plaça de Les Glòries, which will constitute a new central area in the city of Barcelona. Bear in mind that these and other major urban developments have been accompanied by no less important policies to improve the public space and provide amenities, with a commitment to increasing the services offered to citizens and strengthening cohesion between all neighbourhoods in the district. The great challenge for the future is that the major investment that has taken place creates a space of respect and coexistence for all residents to fully enjoy.**

The new territorial division of the district into 10 neighbourhoods was established and future plans for each were prepared, a process that helped to define strategic lines and identify needs, with the participation of citizens, neighbourhood associations and organisations. operations of new spaces and amenities. The Nursery Plan has seen a total of 13 new schools and 10 of these begin operations in the next school year. Three new neighbourhood day centres were opened, two day centres for senior citizens and a social services centre, in addition to remodelling existing centres.

A plan to improve accessibility in streets and alleys was also developed.

Finally, it is worth mentioning that the Besòs-Maresme Neighbourhood Law is proving to be a real tool for transformation in terms of social programmes, the refurbishment of amenities and improvements in the public space.

## Social Cohesion and Services for People

### Promoting Educational Issues

- **Strategic Education Plan.** Working groups and committees were formed to work on the three main issues:
  - **Shared Education.** Work was done on educating families and a guide will be published of the amenities and associations providing shared educational services.
  - **Equality in Opportunities and Diversity.** A working document was produced with the support of the Department of Cooperation and Immigration. Its aim is to gather together the programmes, associations and institutions that promote social cohesion and equal opportunity.
  - **Education and Employment.** Work is being done on a district resource guide for training, guidance and self-employment, as well as work on coordinating education and employment agents to promote vocational guidance actions in secondary schools.

## Social Services and Public Health

### Services for Disabled People

- There were four committees on **accessibility and promotion for disabled people** and two monitoring committees from the **Social Services Amenities Plan for Disabled People**, which consists of the construction of four amenities.
  - The **guide to organisations working with disabled and chronically ill people in the district** was published. Users of the guide can consult a wide range of specialised services offered by the 32 associations listed, in order to achieve a better quality of life for the people they serve. It is a very useful reference tool for anybody requiring information about specialised care.
  - **El Besòs and El Maresme Accessible Game.** The game involves a tour of the most emblematic amenities and spaces in the district, showing their elements of accessibility that improve the quality of life of all people. With the dynamic presentation of a group of professionals, the game was presented for the first time in the General Prim school as part of the **International Day of People with Disabilities**. The event was enjoyed by almost 300 children.

### Senior Citizens

- The **Quatre Cantons day centre for senior citizens** was opened, which meant that the district went from seven to eight municipal amenities for senior citizens.
  - The **Joan Casanellas day centre for senior citizens** was moved to the new amenity building at Carrer del Concili de Trento 15-35.
  - **New Model for Day Centres and Spaces for Senior Citizens.** The model for the following day centres was changed this year: Quatre Cantons, Joan Casanellas and Parc-Sandarú, while the Joan Maragall day centre for senior citizens is currently being adapted.

## Promotion of Citizens' Issues and Culture

### Women

Priority was given to the work of creating and consolidating social networks.

- The **“Sant Martí with a Women’s Voice”** web portal was created to provide information, transfer knowledge and promote events related to women in the district.
- The **Sant Martí Bloggers** blog site was consolidated, comprising blogs from associations in the Sant Martí Women’s Council and other personal blogs. Eighty percent of the associations and organisations in the council also participate in this website and the La Pizarra de Raimunda blog.
- The **“Self-Portrait and Self-Esteem”** project was presented on 8 March as part of the Women’s Council.

### Youth

- **Culture Circuit.** Creation of a network of five civic centres, with the participation of street educators and with the aim of providing space to emerging urban culture movements (funk, hip-hop, breakdance and graffiti, etc) and provide a voice to the requests and interests of young people in the different neighbourhoods of Sant Martí through creative spaces, concerts, performances, workshops and other specific training.
- **Curtcircuit Festival.** This urban exhibition was held in Sant Martí Park on 19 June. Various groups of young people participated who had carried out activities throughout the school year in different amenities, as well as various dance, skateboard, graffiti and breakdance groups. The hip-hop groups Shotta and El Nota were also booked to perform.
- **Youth Information Points.** Almost 5,000 consultations in person and by telephone were made in the district’s two

points, requesting information about work, academic training, non-regulated education, housing rental, entertainment, culture and mobility.

- Various campaigns were also carried out, such as **“Get Informed”**, about activities to choose educational paths in mid-level vocational training; **“Cooperate”**, to provide information about cooperation projects, and a **youth tourism exhibition**. The PIJ project entitled **“Young People, Get Informed and Participate”** gave advice to eight schools about education, entertainment and health, etc.

### Sport

Various improvement and refurbishment work was carried out in sports amenities throughout the district. Highlights of this was covering the sports tracks at El Clot de La Mel and La Palmera, which will help to expand the use of these two facilities. [See Table 10.1]

- The new **El Besòs Municipal Sports Complex** was opened after refurbishment works to improve the use of the space.
- Also of note was the creation of two basketball courts at the **Joan Pujades sports track** and new signage in the district’s **urban sports circuits**.

### Culture

#### Cultural Promotion, Dissemination and Action

- **Ninth Poblenou Performing Arts Festival.** Held in October, the festival attracted many residents and offered 25 performances in theatre spaces of longstanding tradition in the neighbourhood and also in various

Table



### Sports Amenities and Promotion

	2010	2009	Variation	%
Number of Paid-Up Members	33,524	32,802	722	2.20
Number of Users	54,820	62,277	-7,457	-11.97
Sports Promotion	6,677	10,967	-4,290	-39.12
Popular Races	8	6	2	33.33
Number of Participants in Popular Races	7,720	5,380	2,340	43.49



outdoor spaces. The festival is organised by the Poblenou Theatre Association, with the collaboration of the Can Felipa Civic Centre.

- **Perpetrations: Ephemeral Interventions in Urban Space.** The event was held on 29 May in Rambla Guipúscoa, with 17 artistic pieces presented and attended by around 2,000 people.

- **Third Besmina Festival.** Held in July in various spaces in the neighbourhoods of Besòs-Maresme (Barcelona) and La Mina (Sant Adrià de Besòs). Supported by the El Besòs Civic Centre and La Mina Youth Space, young artists mounted more than 20 artistic displays that attracted approximately 400 people.

- **Twenty-First Edition of Estiuas in Sant Martí.** The District Office and neighbourhood associations and other bodies organised a wide range of fun, festive and cultural events in the summer. The main activity during Estiuas is **Habaneras on the Beach**, which coincides with the Vila Olímpica Neighbourhood Festival, held during the first week of July. It includes performances by various groups and fun activities aimed at small children. Around 3,500 people participated this year.

- **Creation Factories.** Work was done to link these bodies with the area and the **Sant Martí Culture Board** was created with the participation of eight visual art centres in the district.

- **Circus Central** and the **El Besòs Area Plan** carried out various training activities in the neighbourhood of El Besòs, while the **Sant Josep de Calassanç Institute** mounted the exhibition entitled "Confluences for Un/education".

- **Second "Words to Içària" Literary Awards.** Literary awards organised in collaboration with the Edicions Saragossa publishing house and aimed at young writers in Sant Martí and throughout the city.

- **Forty-Eighth Sant Martí Prizes.** These prizes are awarded every year on St. Martin's Day (11 November) to organisations or individuals who have made a notable contribution to their area or field of work. This year, the event was attended by the Mayor of Barcelona and around 300 guests

representing the district's association and business fabric.

- **Andalusia Day, National Day of Catalonia and Ceuta Day.** Three official commemorative events that are attended by large numbers of people and establish links between associations in the district.

- **Centenary of Poblenou Cultural and Moral Centre.** The District Office participated in the centenary acts by presenting the organisation with a gold medal from the city and publishing a centenary book that was presented in an ceremonial act in the centre.

- **Publications.** The year 2010 was prolific in terms of book publishing, with three books published: *La gent i els barris de Sant Martí* (2nd updated edition), by Josep M. Huertas Claveria, *Sant Martí de Provençals, de la vila al barri*, by Néstor Bogajo and Manuel Martínez, and *Centenari del Centre Moral i Cultural del Poblenou*, by the writing team at the Cultural and Moral Centre.

- **Literary Routes.** This year, 182 routes were organised by the District Office, in collaboration with the **Library Consortium**, through the neighbourhoods of Vila Olímpica (in Catalan and English), El Clot, Poblenou, La Verneda and El Besòs, with the aim of promoting writers by visiting the places of their work and also attracting new visitors to libraries.

- **FragMenTs Season.** A cabaret-format season organised by the El Parc Civic Centre featuring all the performing arts: theatre, music, dance, etc.

- **Mercateatre, 13th Theatre and Animation Fair in Sant Martí Park.** A street theatre fair organised by the Sant Martí Civic Centre that aims to offer young creators a showcase for their performance pieces. Twelve pieces were performed this year, attended by more than 600 people.

- **Flamenco (In)fusion.** The eight edition of this flamenco season, organised by the El Besòs Civic Centre, was held from 11 to 26 November, featuring renowned artists such as Carles Benavent and Cathy Claret and attended by over 900 people. The season aims to support creative ventures, training and cultural dissemination

- The **"Say It Loud"** season of black music and the **Emmaketam** competition

were held in the La Farinera del Clot Cultural Centre.

#### Retail Trade Promotion

- The **Nineteenth Shopping Week** was held between 24 and 30 May.
- **Christmas Shopping Campaign.** A campaign was launched to promote local shopping that included musical performances, posters, a special shopping in Sant Martí ad broadcast on BTV, radio ads and stickers for presents in each shopping area of the district.
- Economic and infrastructure support was also given to various fun and festive events, such as the Sant Martí de Provençals **Fashion Parade**.

#### Citizen Participation

- **International Cooperation, Peace and Solidarity Association Committee.** Comprising 18 organisations that meet between 8 and 10 times per year with the aim of highlighting the activities and projects developed by each association in its country of origin, as well as campaigns on public awareness and resource management. The committee also coordinated the Third Association Fair and also gave advice in matters related to campaign grants.
- **Third International Cooperation Association Fair.** Its main aims are to raise awareness, promote and visualise the different cooperation projects that the 10 participating organisations are carrying out in various places throughout the world through conferences, roundtable talks and workshops, such as “Drawings for Cuba” and stick dancing, African braids and storytelling workshops.
- **“Cameroon Today: Experiences and Future Challenges” Season.** Held in the Manuel Arranz Library on 1-19 June, with a photographic exhibition and roundtable discussion about experiences organised by the Poblenuu Solidarity Group and Salvador Torres, a missionary in the city of Doula.
- **Youth Participation Committees.** The district has the **Youth Committee**, which coordinates youth amenities, services, associations and coordinators and analyses projects for young people, and also the **Poblenuu Youth Committee**, which has

developed a participation process (carrying out surveys in schools, during the Poblenuu Neighbourhood Festival and May festivities), with the information gathered helping to design the plan on uses for a future youth amenity. The **Besòs-Maresme Youth Board** comprises all the youth agents in the neighbourhood, the motivational staff of civic centres, information staff of Youth Information Points, El Vaixell children’s day centre and Besòs-Maresme community plan.

#### Services to Citizens

The district was this year awarded the **ISO 9001:2008 Certification** related to the receipt, processing and monitoring of incidents and complaints (IRIS). The number of complaints and suggestions from citizens remained stable in comparison to the previous year, while the number of replies pending at the end of the year was reduced by a third. [See Table 10.2]

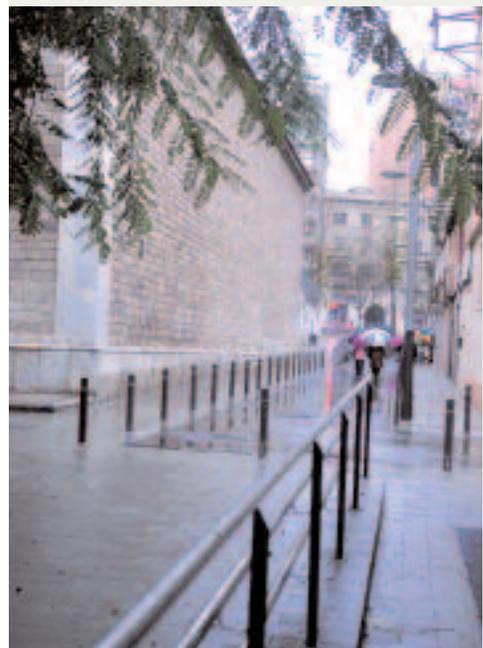
### Urban Development, Works and the Public Space

#### The Public Space

- **Programme to Improve Access to Public Space.** Work along these lines in Poblenuu was done in Passatge de Masoliver, Passatge de Iglesias, Carrer Vidal i de Valenciano and Carrer Guillem de Llúria, while in the neighbourhood of El Clot, work was done in Carrer de Vehils, Carrer de Edison and Carrer de la Democràcia.

#### New Amenities

- **Joan Casanellas Day Centre for Senior Citizens.** This new day centre, located on the ground floor of the apartment block for senior citizens built by the Housing Board at Carrer del Concili de Trento 15, has a surface area of 936m<sup>2</sup> and a total investment of 994,603 euros.
- **Quatre Cantons Day Centre for Senior Citizens.** Located on the ground floor of the apartment block for senior citizens built by the Housing Board in Carrer del Camí Antic de València, it has a surface area of 671m<sup>2</sup> and a total investment of 850,000 euros.



- **Poblenou Neighbourhood Day Centre.** Full rehabilitation was completed of this 921m<sup>2</sup> space at Poblenou 49, which had previously housed the El Taulat day centre for senior citizens. Total investment was 1,260,190 euros.

- **Vila Olímpica-Can Gili Nou Neighbourhood Day Centre.** Work was done on a heritage listed building that formed part of the La Farinera de Can Gili Nou factory complex to refurbish it for new usage. The premises measure 1,030m<sup>2</sup> and the cost of the work was 1,416,000 euros.

- **Bac de Roda-Poblenou Neighbourhood Day Centre.** Located on the ground floor of the apartment block for young people built by the Housing Board in Carrer del Camí Antic de València, it has a surface area of 455m<sup>2</sup> and a total investment of 667,000 euros.

### Works Projects

- **Action Financed by the State Local Employment and Sustainability Fund (FEOSL).** Twenty-six investment projects totalling almost 35 million euros were carried out, among them education amenities, such as the Josep Pla-Pallars and Perú nurseries, and sports amenities, such as the refurbishment of the changing rooms at the Júpiter football ground and covering the sports tracks at El Clot de la Mel and La Palmera

- **Besòs-Maresme Neighbourhood Plan.** Alongside actions related to social order and the rehabilitation of buildings, overhead lines were buried in Carrer del Maresme and work began on remodelling

the courts on Rambla de Prim between Cristóbal de Moura and Pallars and refurbishing the Besòs neighbourhood day centre.

### Maintenance

- **Plan on the Integral Maintenance of Public Space (PMI).** New road paving covering 77,170m<sup>2</sup> of roads in the basic highway network. Renewal of street lighting along 200m of streets and replacement of 120 points with contaminating lamps

## The Environment and Environmental Policies

Following the “City of Barcelona+Sustainable” convention on 18 March, the district of Sant Martí proposed a decalogue of improvement measures to be applied to the staff of municipal amenities in relation to recycling: for example, the preferential use of recycled paper in all administrative documents, energy saving in electricity, gas and water, and the dissemination of good practices and promoting environmental initiatives.

## Prevention, Security and Mobility

- **Police on the Beat.** In coordination with the Catalan police, street patrols were conducted in the district, especially in shopping areas. City police on the beat

Table

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### Serving Citizens

Incidents Complaints Suggestions (IRIS)	2010	2009	Variation	%
Number of Communications Received	2,347	2,286	61	2.67
Number of Communications Resolved	2,324	2,203	121	5.49
Number of Communications Pending	63	158	-95	-60.13
Citizens' Service Office (OAC)				
Total Number of Visits	142,768	149,915	-7,147	-4.77
% of People Attended To in <10 minutes	80	81	-1	-0.73
Total Procedures per Year	297,699	313,341	-15,642	-4.99

also managed the public space in collaboration with other municipal services such as cleaning, parks and gardens, licensing division and public space division, etc.

Along similar lines, a team was set up for pharmacies in the district, which meant that all of them could be visited.

Interventions concerning any incidents were carried out with the information obtained.

- **Entertainment Zone.** Taking into account the problems of this area, a permanent service was established for each weekend, with an increase in agents during special events. Permanent contact was also maintained with affected residents to inform them on the latest actions carried out by the city police and to gather their requests.

- **Regulating Illegal Parties.** The entry into force of Law 11/2009 and Decree 112/2010, which approves the regulation of public places, helped the city police, in coordination with the district's legal services, increase the number of actions to control and prevent these parties, which led to a very significant reduction.

- **Coexistence.** In relation to antisocial acts produced in the area between the streets of Cristòfol de Moura, Agricultura, Josep Pla, Marroc and Passatge del Taulat,

the joint action of the Catalan police, municipal cleaning services, conflict management services and the district's licensing department significantly reduced any inconveniences to residents and shopkeepers in the area.

- **Street Sellers.** Actions continued in Bellcaire market and El Besòs market to reduce illegal sales and confiscate products.

- **AVE High-Speed Tunnel Work.** Work ended on the reurbanisation of Carrer de Mallorca from Espronceda to Meridiana and traffic was allowed again, thus improving mobility and the safety of residents and shopkeepers.

- **School Walk Network.** The second stage was launched of this project, which aims to maintain a participatory strategy for mobility and coexistence education in schools, promoting safer routes for children. The walks of nine Poblenou schools were incorporated in November. A total of 14 schools and 350 "friendly shops" are collaborating in this project.

- **Red Bull Air Race.** This event was held on 2-3 October in the city's beach area, as part of La Mercè Festival, with very high attendance numbers. The event was divided into two days, thus contributing to a reduction in traffic problems from previous years.

Table

**10** 3

## Indicators

<b>Population Figures</b>	<b>2010</b>	<b>2009</b>	<b>% Variation</b>
Total Population	232,323	231,928	0.17
Male	112,520	112,517	0.00
Female	119,803	119,411	0.33
0 - 14 years old	30,191	29,734	1.54
15 - 24 years old	20,484	21,078	-2.82
25 - 64 years old	136,831	136,763	0.05
65 and over	44,807	44,353	1.02
<b>Education - Public Centres</b>			
<b>Public Nurseries</b>			
Number of Nurseries	10	8	25.00
Number of Places	714	560	27.50
<b>Public Primary Schools (CEIP)</b>			
Number of Schools	31	31	0.00
Number of Pupils in Nurseries + Primary Schools	10,078	9,692	3.98
<b>Public Secondary Schools (IES)</b>			
Number of Schools	13	13	0.00
Pupils in Compulsory Secondary Education	3,510	3,560	-1.40
<b>Vocational Training Centres (FP)</b>			
Number of Centres	5	5	0.00
Number of Enrolled Students	1,925	1,650	16.67
<b>Social Action</b>			
<b>Social Services Centres</b>			
Number of Users Attended To	9,286	7,243	28.21
Number of Days on Waiting List for First Visit	12.8	24.7	-48.18
<b>Home Care Service</b>			
Number of Homes Receiving Service	2,024	1,677	20.69
Average Number of Hours per Week in Homes Served	5.38	5.34	0.75
<b>Municipal Amenities</b>			
<b>Libraries</b>			
Number of Visits to Libraries	417,799	344,147	21.40
<b>Civic Centres</b>			
Number of Performances	223	216	3.24
Audience Numbers	21,434	20,342	5.37
Number of Courses and Workshops	229	237	-3.38
Number of People Enrolled	5,612	5,523	1.61
Number of Users of Creative Spaces	25,232	24,762	1.90
Number of Uses of Creative Spaces	12,934	12,896	0.29
<b>Events for Senior Citizens</b>			
Number of Members	17,325	18,522	-6.46
Number of Workshops and Courses	1,606	775	107.23
Number of Registrations for Workshops and Courses	16,458	13,686	20.25
Number of Activities	680	796	-14.57
Number of Participants in Activities	15,977	14,455	10.53
<b>Neighbourhood Day Centres</b>			
Number of Day Centres	8	6	33.33

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