Families Facing Residential Exclusion

A Case Study at Es Convent Residential Centre (FSJD), Mallorca.

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Who are we?

SJD

Sant Joan de Déu

Serveis Socials · Mallorca

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Assessment - Reflection - Action

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Research question

What is the **profile of families** in a situation of housing exclusion with dependent children served by the Es Convent residential service?

What **needs** do they have?

Hypothesises

01

In the process of providing support and referrals for these families, **there are unmet needs**.

02

Single-mothers and migrant households have specific needs that are not addressed in the current support system.

03

Children and adolescents face health issues that remain secondary during this process.

TimeLine

Year 2023. By semesters

Mining annual reports and interviews with migrant families

Interviews with single-mother families and Spanish families

Year 2024. By semesters

Walking interview with childhood and adolescence

Data analysis and drafting of the final report.

Transcription and coding of information by Atlas.ti

Mixed methods

Quantitative data

Data from the annual reports (2018-2023) were analyzed

Qualitative data

12 Semi-structured interviews with adults

Semi-structured group walking interview with boys and girls

Data from 5 years (2018-2022)

1.343 people **436 families**

10 **two-parent families**

2 **single mothers** families

10 **immigrant** families

5 **children**

Limitations

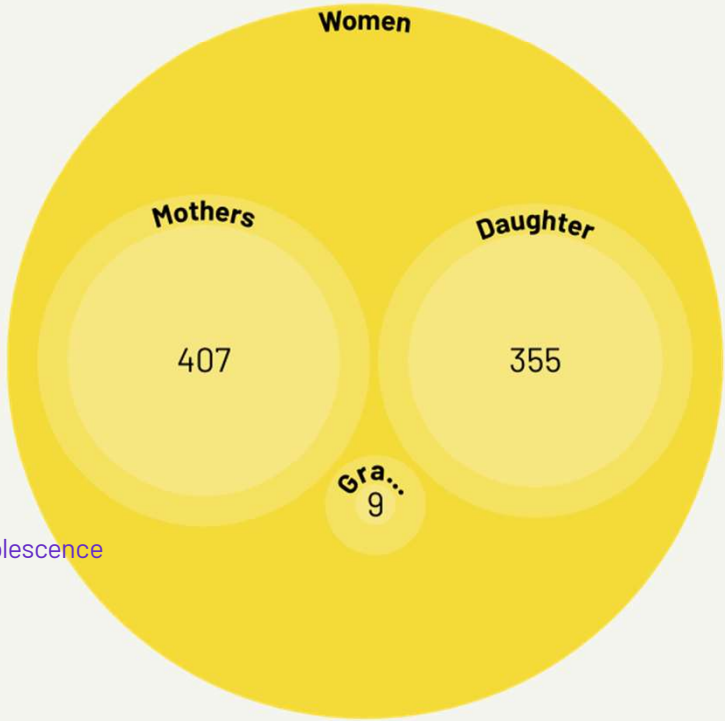
- **Voluntary participation**, but **limited freedom** (institutional setting)
- **Underrepresentation**: single mothers and Spanish-origin families
- **Well-being bias** in child sample → **distress underrepresented**
- **Sensitive topics** (e.g. self-harm) not reported
- Informed consent and child assent ensured
- **Potential perceived pressure** to participate

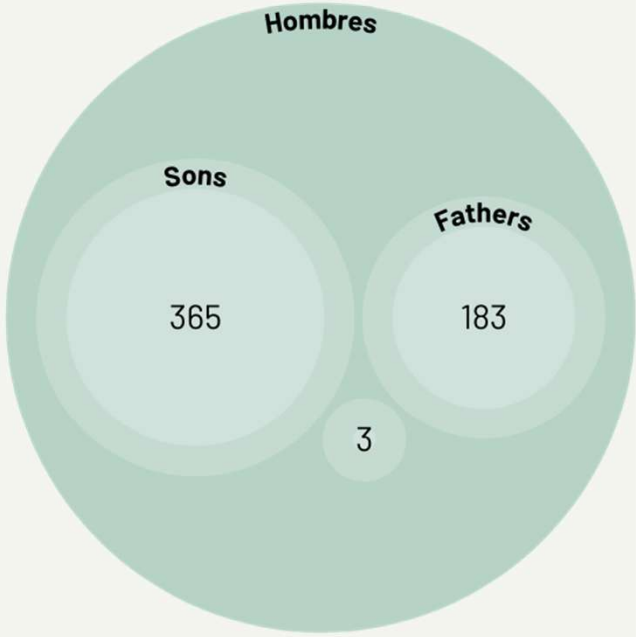
Quantitative Results

Mothers 18-35 | Fathers 36-45 | Daugthers 3-7 | Sons 3-7

771 Women

551 Men





58,4 % Women

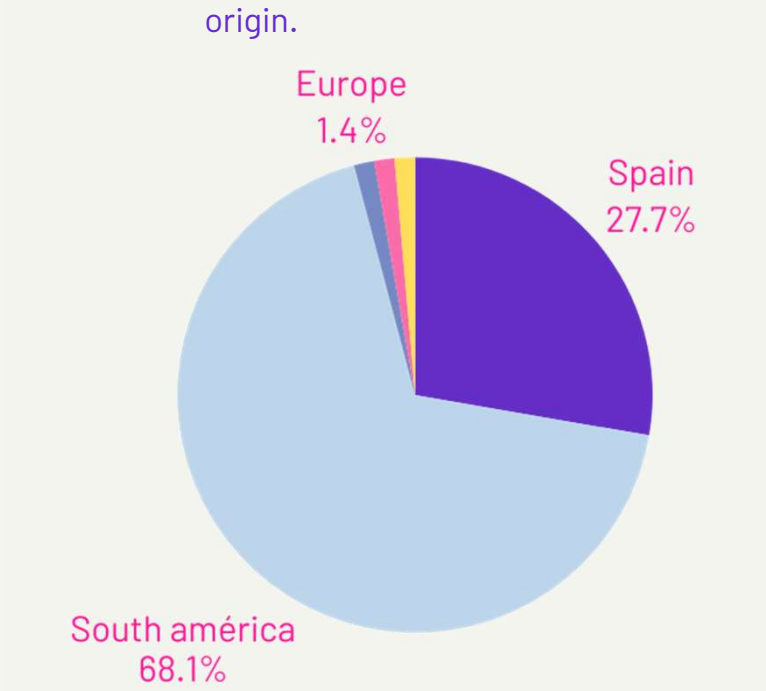
30,3 % Mother role

44,5 % Childhood and adolescence

22,5 % between 18-25.

Origin and nationality

95.6% of all members have the same origin.



60.7% of the members do not have nationality.

Two parent	Single mother
35% all with nationality **97.7%** all with some type of documentation	**60.3%** all with nationality **98.3%** all with some type of documentation

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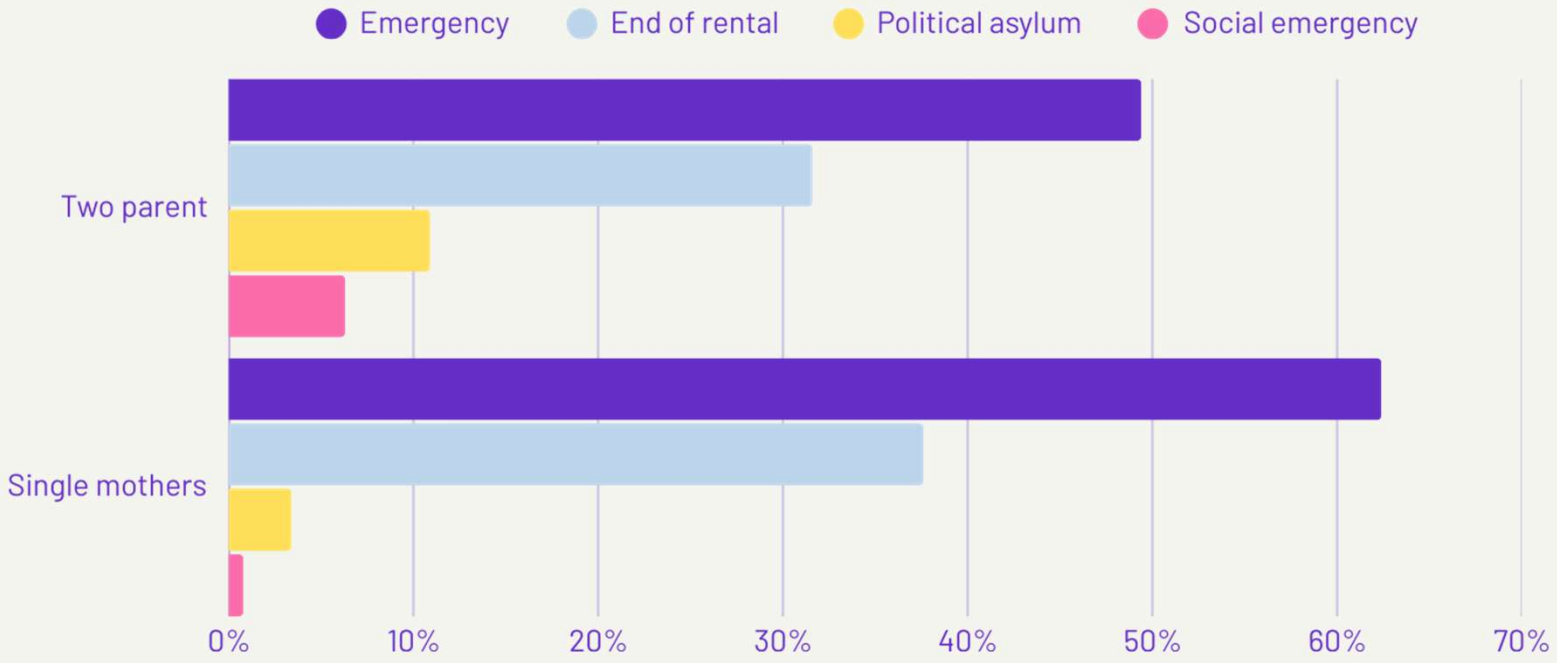
Reason for entry

General characteristics:

88.5% have a single reason for entry.

54.5% Street.

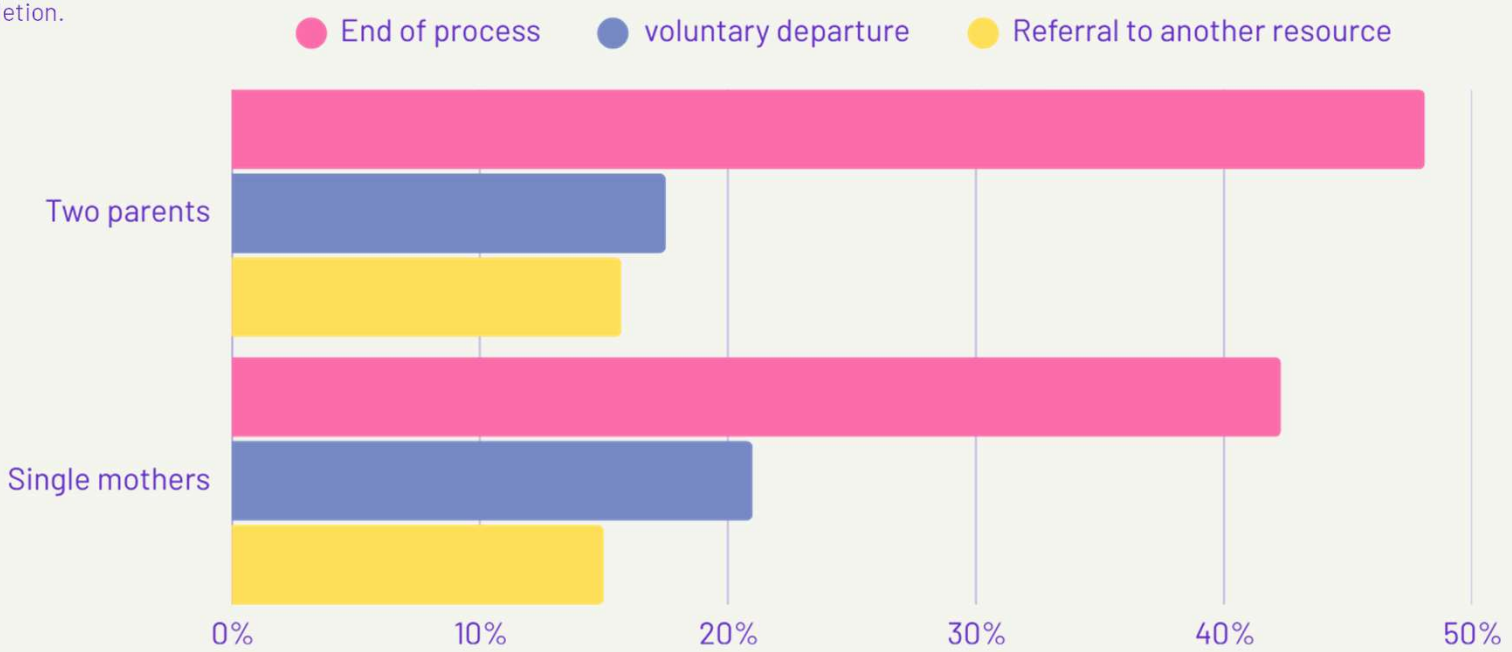


Reason for departure

Reason for departure

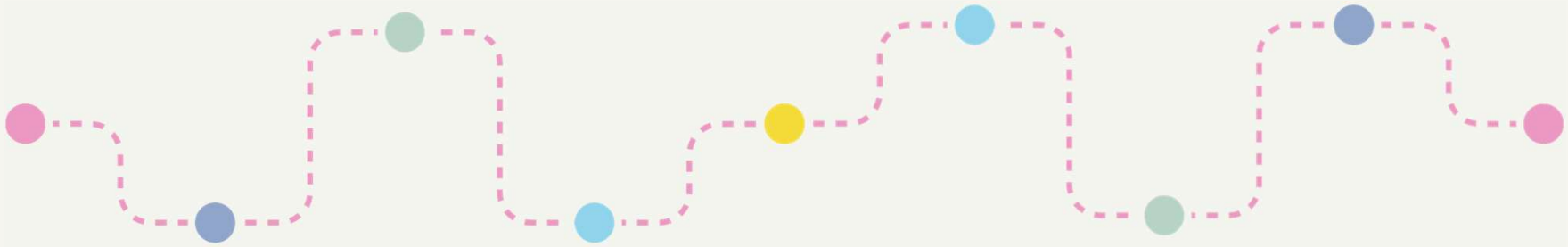
99.5% a single reason for leaving.

43.8% due to process completion.



*En derivacióna otro recurso hay declaración de riesgo.

Residential trajectory



1. Insecure housing **(47.2%)**
2. Homeless **(17.2%)**
3. Normalized situation **(16.28%)**
4. Inadequate housing and without a roof **(3.4%)**

1. Shared housing **(33.1%)**
2. Referral to another resource **(24.1%)**
3. Rental housing **(19.7%)**
4. Leaving the country **(1.7%)**
5. Social housing **(0.2%)**
6. Hostel **(0.2%)**

Qualitative Results

Due to the composition of the sample and the impossibility of generalizing from a single case of Spanish origin, as well as the uniqueness of the single mother core with grandmother-grandchild, the first part of the qualitative results will be presented based on two parent families of migrant origin (despite specifying the case of the others in a targeted manner). As the results progress, the narratives of all the adults will intertwine with those of the children and adolescents.

Motivation to migrate to Spain

> If you go to the United States, we know we'd have to go through the Darién and all that, and well... **it was either dying in my country or dying trying to get to the US, so, no.**
>
> Glady

> But when we arrived, we realized things weren't as expected — there were hidden intentions. **The baby was born that same day, and this person told us to leave.** From then on, everything changed. We ended up in the street, searching for help... **and we went through a terrible week.**
>
> William

Arrival: Feeling of unease and scarcity

- Barriers and limitations of immigration law that hinder the regularization of administrative status and access to employment.
- Trust in public institutions diminishes.
- Racism and real estate speculation.

PALMA DE MALLORCA

> “Several times he shut off the gas valve, so we couldn’t cook or shower with hot water. And then **he also cut off the electricity in the room**. So we were left in the dark”
>
> Wendy

Arriving at the Residential Centre

> We were at the security guard's place, and my son tells me, *We feel so safe here' because my son saw the two doors and the guard.* ***The thieves don't come in through there***
>
> Milena

> **For me, it was a five-star hotel** because it had a bed for me and for him. They also gave us a crib, there was a small fridge, and it had a bathroom for us—a hidden five-star hotel. We took a shower after going seven days without one because we weren't allowed to use their bathroom. I remember bathing my kids. We went down to eat, and **that day we slept. I swear,** with such peace and tranquility, yes. My children were warm on a mattress. There was heating. **It was a moment of pause**
>
> Glady

Settle at Es Convent. Residential center

> -Hmm... yes, **my mom used to make roasted chicken** (Mercedes)
> - "And **my mom was a chef**... (Mauro)
> - "For example, when I came here, on my last day before coming here, my mom made me... What's that thing that looks like a black shell? It has something like... That! Mussels in sauce with chicken and mushrooms. "
>
> (Keyla)

> The first day was really funny; we ate and then went to bed. We lay down and fell asleep. When the monitors came at six, they said, 'What's going on? **Why didn't you go for a snack?' I looked at her and thought, 'Snack? We already had lunch.'** We were used to having one meal for the whole day and night "
>
> (William)

Strategies

“
- **Do you enjoy the birthday parties?** Interviewer
- **Yes, they’re nice**. Keyla
- **No, no**. Alejandro
- **They give you cake and everything**.Keyla
- **I’ve had that cake like four or five times. It’s always the same one**.” Alejandro
- **That’s true…** Keyla
- Y**ou know what’s not cool? What’s not cool is that there should be cake for the adults too. Like, when an adult has a birthday, they should get one too.** Alejandro
- **There’s no party for adults?** Interviewer
- **No.** Keyla, Mercedes and Alejandro ”

How does childhood experience it?

"**How many rooms or houses have you lived in during your life?**

(I)

- 'Eight... And in hotels too' (Alejandro)
- 'Four' (Keyla)
- 'Do hotels count? Oh, **then it's twelve'** (Alejandro)"

"- The one who has been here the longest is Juan" (Alejandro)

- "Of all of us, Alejandro is the one who has been here the longest" (Keyla)
- "But **I'm the first one who's going to leave** (Alejandro)"

Experiences of grief and loss

> **The unemployed man feels that he is losing his authority**, that he has lost control of his family. **If the woman is the one working, then the issue of machismo comes into play a bit.** (the man thinks) she wants to take charge because she works, she wants me to be responsible for the kids, to do the laundry when that's her job. This destroys the family. **If you don't have a certain level of education or therapy, where you can say, "this is my partner, we're going to support each other," it becomes difficult.** "Well, my love, if something comes up for you, then I'll take care of things and support you"
>
> (Glady)

Frontline providers

> He wants to eat, eat, eat, eat, eat, eat, eat, and even when he's full, he still wants to eat. That's anxiety. [...] **He thinks we're going to leave him,** he already lives in fear. He hugs us and says, 'I love you so much'
>
> Glady

Health & Well-Being

> "Well, to be honest, I'm feeling about 70% good and 30% bad. I want to improve that 30% because **I used to be a very energetic person; nothing ever hurt me. But now I've been experiencing sudden headaches**, at least yesterday and today I woke up with neck pain. The tension in my neck has been terrible. **My arm hurts, breastfeeding is painful, motherhood is tough—it all adds up: the postpartum period, the whole situation of migrating, and you start to feel overwhelmed**. But with vitamins, iron supplements, and some pasta, I'm managing to get better."
>
> Liliana

Exit and Hope

"**At first, when we wanted a room, they wouldn't allow us because of the kids**. That was the problem since we already had one income. Now that I'm looking for apartments, it's so expensive... they tell me that with one income it's not possible; you need to have two. We managed to get a third income. Now we have three. And now the issue is that the real estate agency charges extra, and now they charge the monthly rent plus VAT, which is 21% annually. **To move into an apartment, they're asking for about €5,500, and that's just too much...** right now, it's impossible for me to gather that much money. I have some savings, but it's still a lot, and if I give all my money, I'll be left with nothing, absolutely nothing."

Milena

Conclusions

- Public Policy Reform and improving model of care.
- Professional Training
- Collective and Ecosocial Strategies

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Questions or reflections?

Categoría conceptual		Categoría operativa		Situación residencial		Definición genérica
	Sin techo	1	Personas que viven a la intemperie	1.1	En espacio público o externo:	Viviendo en las calles o espacios públicos sin un albergue que pueda definirse como vivienda
		2	Personas en alojamiento de emergencia	2.1	Albergue nocturno:	Personas sin un lugar habitual donde residir que hacen uso de albergues o centros de alojamiento de muy baja exigencia
	Sin vivienda	3	Personas que viven en albergues y centros para gente sin hogar/alojamiento temporal.	3.1 3.2 3.3	Albergues para sinhogar Alojamiento temporal Alojamiento Transitorio Asistido	Donde se trata que la estancia sea corta
		4	Personas en albergues para mujeres	4.1	Alojamiento en albergue para mujeres	Mujeres alojadas por malos tratos y donde se intenta que la estancia sea a corto plazo
		5	Personas en alojamiento para inmigrantes	5.1 5.2	Alojamiento temporal/Centros de acogida Alojamiento para trabajadores inmigrantes	Inmigrantes de acogida o en estancia a corto plazo debido a su estatus de inmigrante
		6	Personas que saldrán de internamiento en instituciones	6.1 6.2 6.3	Instituciones penales Instituciones médicas Instituciones infantiles/hogares	No tenían vivienda antes de salir Se quedaron más tiempo del necesario por no tener vivienda No tienen vivienda (ej.18 cumpleaños)
		7	Personas que reciben ayuda a largo plazo (por sinhogarismo)	7.1 7.2	Atención residencial para personas sin hogar Vivienda asistida para personas antes sin hogar	Alojamiento a largo plazo para personas que necesitan ayuda, a menudo gente que antes era sin hogar (normalmente más de un año)
	Vivienda insegura	8	Personas que viven en alojamiento inseguro	8.1 8.2 8.3	Temporalmente con familia/amigos Sin alquiler legal Ocupación ilegal de terreno	Viviendo en un vivienda normal aunque no el usual lugar de residencia debido a falta de vivienda Ocupación ilegal de un lugar Ocupación de un terreno sin derecho legal
		9	Personas que viven amenazadas por el desahucio	9.1 9.2	Orden dictada (alquiler) Embargo (propiedad)	Ordenes de desahucio operativas La hipoteca va a ser ejecutada
		10	Personas que viven bajo amenazas violentas	10.1	Incidentes denunciados policialmente	La policía toma medidas para garantizar un lugar seguro para las víctimas de violencia doméstica
	Vivienda inadecuada	11	Personas que viven en estructuras temporales/no convencionales	11.1 11.2 11.3	Casas móviles Edificios no convencionales Estructuras temporales	No pretenden que sea la vivienda habitual Autoconstruido como chabolas o chozas Estructuras semipermanentes como chabolas
		12	Personas que viven en viviendas inadecuadas	12.1	Edificios ocupados no aptos para habitar	Definidos como no habitables por la ley
		13	Personas que viven en lugares masificados	13.1	Superan la ley nacional sobre masificación en viviendas	Por encima de las normas nacionales de hacinamiento