

This is a machine-translation-assisted summary of the Integrated Action Plan of the city of Albacete in the context of the URBACT Network WELDI (December 2025).

1. Context, existing policies and challenges

Albacete is traditionally a transit city rather than a destination.

Due to its geographical location, many migrants choose it as their place of residence to access various agricultural campaigns in the different neighboring communities. The total population with foreign nationalities is 9,699 out of a total of 173,202 residents. The most numerous countries of nationality are Colombia: 2,245, Romania: 1,417, Morocco: 1,319, Senegal: 1,059.

Migrant residents who have housing in the city are assisted by Municipal Social Services according to their place of residence, under the same conditions as any other citizen. Until migrants obtain work and residence permits, the services and resources provided focus on meeting basic needs and include: municipal registration, school enrollment for minors, access to healthcare cards, and financial assistance for humanitarian reasons to cover essential living needs.

Migrants without housing or accommodation often settle in informal settlements located on the outskirts of the city. These settlements differ in composition and characteristics. Settlements made up of Romanian nationals mainly consist of family units, including children and elderly people. They are relatively closed communities, with around 30–40 families living in the city year-round. Their population increases between June and October due to seasonal agricultural workers, also mostly of Romanian origin. In contrast, settlements composed of sub-Saharan migrants are primarily made up of young men, with no women or minors. Living conditions are extremely precarious, with individuals occupying vacant lots or industrial buildings using basic bedding materials. Their numbers drop significantly during winter (fewer than 100 people) but increase substantially during the agricultural season, reaching approximately 400–500 people between May and October.

The migrant population faces several major challenges. These include a severe lack of initial reception facilities and affordable housing, the social tensions generated by informal settlements, and living conditions that do not meet minimum standards of habitability, hygiene, or dignity. Additionally, these settlements are hotspots for exploitation by intermediaries who defraud migrants in housing, employment, and administrative procedures, including fraudulent municipal registration practices.

Currently available resources include the Municipal Center for Homeless Persons, which has capacity for 86 individuals and an additional family unit accommodating up to six people. While it can provide short-term accommodation, it is insufficient during peak agricultural seasons. The center also offers shower services, which are heavily used by people living in settlements. Unused beds are made available daily and are usually occupied by young men from these settlements.

The city also has a Social Inclusion Technical Team, created by the regional government of Castilla-La Mancha and funded by the European Social Fund. Fully established in 2022, the

Integrated Action Plan City of Albacete - English Summary

team consists of 11 professionals, including social workers, educators, a legal advisor, an intercultural mediator, and administrative and employment development staff. Their mission is to promote social inclusion understood as equal access to rights and life opportunities, while respecting individual identity.

Additional housing responses include six municipal apartments for families with children (housing approximately 40 people) and seasonal accommodation for up to 50 temporary agricultural workers, available from June to October in a space temporarily provided by the Diocese.

Information, guidance, and accompaniment services are provided through both primary social services and the Inclusion Team. These services include management of humanitarian financial aid, healthcare access, school enrollment, training and employment support, legal advice on immigration issues, and the issuance of social integration reports required for work and residence permits.

Close collaboration with third-sector organizations is essential. NGOs help reach individuals who distrust public administration, provide accompaniment in health, education, and employment, and implement subsidized integration projects. The municipality funds approximately 9–10 projects annually and maintains formal cooperation agreements with Cáritas, the Red Cross, and the CC.OO trade union.

Key challenges ahead include:

- eliminating exploitation structures targeting migrants
- creating a municipal social inclusion center open to both migrants and the wider community, and
- establishing a reliable information system to prevent fraud and abuse by intermediaries.

2. Intervention Logic and Actions

Vision

Migrants arriving in the city know where to go to receive immediate, real and up-to-date information on resources, services and benefits of the city in general and specifically those that directly affect their rights and obligations.

Strategic Objectives

3 Increase the availability of temporary housing alternatives for migrant seasonal workers in precarious situations and with limited resources.

Dismantle exploitative intermediary structures in areas related to the basic rights, resources, and specific services of migrants.

Create a single point of information on resources, services, and basic rights for newly arrived migrants in the city, as well as a platform (app) that provides quick, accessible information without waiting times.

Areas of Intervention

- Adequate Housing
- Specialized information and guidance
- Training and employment
- Legal advice on immigration
- Inter-institutional networking and collaboration with the third sector (as a cross-cutting element for all).

Actions

Strategic Objective	Actions	Responsible Partners
1.- Increase the availability of temporary housing alternatives for migrant seasonal workers in precarious situations and with limited resources.	<p>1.1. Restructure the work plan of the homeless shelter, creating a space for emergencies, for stays of up to nine months, and for individuals with inclusion plans.</p> <p>1.2. Coordinate with municipal housing services to acquire new housing and coordinate the maintenance of existing properties.</p>	<p>Professionals from Municipal Social Services</p> <p>Professionals from Municipal Housing and Infrastructures departments</p>

Integrated Action Plan City of Albacete - English Summary

	<p>1.3. Network with organizations to unify and consolidate housing resources from both the city council and these organizations.</p> <p>1.4. Approve the call for grant applications to finance housing resources available to organizations in the city.</p>	<p>ULG members and Municipal Social Services</p> <p>Municipal Social Services</p>
2.- Dismantle exploitative intermediary structures in areas related to the basic rights, resources, and specific services of migrants.	<p>2.1. Equip the social inclusion team with a simultaneous translation system.</p> <p>2.2. Create an app with information on resources, services, and benefits offered by both public and private organizations.</p> <p>2.3. Conduct training for the development, maintenance, and use of the app.</p>	<p>Municipal Services</p> <p>Municipal Services + ULG members</p> <p>Municipal Services</p>
3.- Create a single point of information on resources, services, and basic rights for newly arrived migrants in the city, as well as a platform (app) that provides quick, accessible information without waiting times.	3.1.- Construction of a reference space for people at risk of exclusion, with spaces for the development of both public and organizational activities. ¹	Municipal Services

Chronogramme

Activity	Implementation (2026)											
	1	2	3	4	5	6	7	8	9	10	11	12
1.1.- Reorganization of the Homeless Shelter												
1.2.- Coordination of New Housing												
1.3.- Networking												
1.4.- Housing support grant programme												
2.1.- Simultaneous Interpretation												
2.2.- App Development												
2.3.- Training												
3.1.- Center Construction												

¹ Funding for this action has already been secured through ESF+

3. Detailed Action Planning

Action 1.1	Increase the availability of temporary housing alternatives.
Description	Develop a new plan for the homeless shelter to provide rooms for people newly arrived in the city.
Expected results	Establish at least 15 spaces at the homeless shelter specifically for migrants newly arrived in the city. Provide emergency accommodation for migrants to help them become familiar with the city and its resources.
Indicators	Have 10 spaces available by the first quarter of 2026. Have five more spaces available by the second quarter of 2026.
Risks / threats	
Responsible organisation	Albacete Municipal Services (Social Services)
Partners	ULG Entities
Resources	The municipal shelter itself
Timing	Have these 15 spaces available by June 2026
Steps	<ol style="list-style-type: none"> 1. Revise the shelter's regulations 2. Inform city organizations.

Action 1.2	Coordination with municipal housing services to acquire new homes and coordinate the maintenance of existing ones.
Description	Request the transfer and/or acquisition of at least two homes from the Municipal Housing Service to be allocated to migrant families with children arriving in our city.
Expected results	Have two new homes available as housing solutions for families with children arriving in the city, for at least four households.
Indicators	<ul style="list-style-type: none"> - Have two new homes available within the first two months of 2026. - Occupy the homes with at least three families with children before July 2026.
Risks / threats	<ul style="list-style-type: none"> - No available housing units
Responsible organisation	Albacete Municipal Services (Social Services) and Housing Service
Partners	ULG Members: networking with families Municipal.
Resources	resources of the municipality
Timing	Have spaces available for families before summer 2026.
Steps	<ol style="list-style-type: none"> 1. Coordinate the transfer and/or acquisition of 2 homes. 2. Furnish the homes. 3. Selection of recipient families. 4. Occupation of the homes by the families.

Action 2.1	Equip the social inclusion team with a simultaneous translation system.
Description	Acquire 6 simultaneous translation devices for the professionals on the social inclusion technical team.
Expected results	With simultaneous translation, migrants will be served in their own language, generating greater trust and confidence in their requests and the response we provide.
Indicators	Purchase of 6 translation devices.
Risks / threats	The device may not be able to translate all languages / dialects spoken by clients.
Responsible organisation	Albacete Municipal Services (Social Services)
Partners	ULG Entities
Resources	Municipal Social Services
Timing	January 1, 2026: 6 devices available
Steps	<ol style="list-style-type: none"> 1. Contract preparation 2. Request for bids 3. Award the purchase

Action 2.2	Creation of an app with information on resources, services, and benefits, both public and from private entities.
Description	Based on the MICADO application, adapt it to the specific needs of the city of Albacete.
Expected results	Make information on resources and services available in Albacete to migrants arriving for the first time. Prevent them from obtaining this information through exploiters and avoid being scammed with public resources.
Indicators	The application will be ready for use by March 26. Data integration process with public and private institutions through a training/information process.
Risks / threats	Some entities or institutions may not be willing to collaborate.
Responsible organisation	Albacete Municipal Services (Social Services and IT Department)
Partners	ULG Entities, education, health, housing, and employment institutions.
Resources	Municipal project with the involvement of various entities and institutions.
Timing	Launch in March and operational implementation on June 26.
Steps	<ol style="list-style-type: none"> 1. Meetings with those responsible for the application (November 25) 2. IT team work (December 25-March 26) 3. Implementation and training: April and May 2026 4. Dissemination of the application starting in June 2026.

Action 3.1	Construction of a central hub for people at risk of social exclusion, with spaces for both public and private activities.
Description	A central hub for migrants and residents of Albacete focused on social integration.
Expected results	It will include spaces for group activities organized by both municipal services and private organizations.
Indicators	1. Obtaining European Funding. Funding has been secured from the European Social Fund (ESF) (€12 billion) for projects in the city of Albacete, including the center and support measures.
Risks / threats	The construction of the center may be postponed or no companies may submit bids during the tendering phase.
Responsible organisation	Albacete Municipal Services (Social Services, Architecture Department)
Partners	ULG Entities Social Services, Architecture Department, and European Social Fund.
Resources	Funding has been secured from the European Social Fund (ESF) (€12 billion) for projects in the city of Albacete, including the center and support measures.
Timing	Contract preparation: January-March 2026. Completion date: December 2028.
Steps	

4. Implementation Framework

- Governance: The Albacete City Council, through its Inclusion technical team, will be responsible for overseeing the PAI as a whole.
- Ongoing stakeholder engagement: The ULG will continue working with the Inclusion team through the Municipal Immigration Council. Therefore, the participatory approach will be maintained throughout the implementation phase and beyond the duration of URBACT's support, for the lifespan of the network.
- Overall costs and funding strategy:

Overall costs, excluding municipal staff costs dedicated to the project, will be around €780,000.

Construction of the center is estimated at around €700,000 and is funded by the European Social Fund. The project has already been approved.

Training, information, and app advertising costs are also funded by the ESF and are estimated at around €18,000.

The costs of adapting and equipping the center, which are planned for 2028 and will amount to around €60,000, will be covered by municipal funding.