



ACTIVITY REPORT OF THE 1ST SEMESTER OF THE CUSTOMER SERVICE

BRIEF IDENTIFICATION OF THE ENTITY / SERVICE

Ajuda de Mãe –

ACTIVITIES

1) Presentation

The service aims to support pregnant women, respecting the life of the baby to be born and so that, with this support, each mother can improve the life of her family. In order to promote the physical, emotional and social well-being of pregnant women with a view to full motherhood,

Taking into account these assumptions, we intend to:

- Inform, refer and welcome pregnant women;
- To inform in the area of pregnancy, sexuality and family planning;
- To train mothers to achieve full motherhood, which contributes to the healthy development of their children;
- Promote the educational qualification of mothers, so that they acquire at least compulsory schooling;
- Promote the social and professional reintegration of mothers, making it possible and more qualified for them to enter the labour market and their reintegration into society;
- Support the family.

Summary of activities/services and projects developed

ACTIVITIES:

Objectives

Promote the empowerment of pregnant women and mothers in terms of positive parenting;
Promote the social/professional integration of pregnant women and mothers;

Target Audience

Pregnant women and mothers with babies up to 6m

Description:

- 1 – Care and monitoring of Pregnant Women and Mothers with babies up to 3m
- 2 – Decentralized service in 8 locations in the Lisbon metropolitan area
- 3 – Pre and postpartum home visits
- 4 – Monitoring of diligences abroad
- 5 – Inter and intra meetings

Period of realization:

Results obtained in relation to the established targets:

The goal of **650** families in monitoring for the 1st semester was defined, with **545** families being monitored.

The goal of **1200** attendances was defined, with **991** attendances scheduled and **789** performed,

Location -

Scored - **991**

Performed – **789**

1st Appointments Scheduled: **345**

1st Attendances Performed: **297**

Total number of beneficiaries

During the 1st half of 2026, the following were monitored: **545** customers

No. of Cases Closed in 2026: **202** clients

2025 Number of Cases Transferred: **248** clients

3) Other information:

Additional information in interest to disclose.

Within the scope of the intervention:

Local	
Supported Families	45
BA	161
Fresh	644
Diapers	300
Wipes	300
Layettes	150
Clothes	100
Childcare	100
PH Ad	100
PH BB	200
Milk	20

Responsible

Ana Galla