

**RUBÉN TAMBOLEO GARCÍA****The transformation of Social Policy in the City of Madrid during the COVID-19 pandemic crisis****ABSTRACT**

The social inclusion of people (including immigrants) at risk of poverty and social exclusion has been one of the great innovative developments of the Madrid City Council in Spain in the last two decades. Especially, it faced challenges never before known during the pandemic crisis and the economic crisis derived from the COVID-19 confinements, in the face of which the Madrid City Council's Family, Equality and Social Welfare Government Area had to transform its social policy and equip itself with new tools to fight against poverty and social exclusion, within a perspective of social democratic public policies.

The Methodology makes a comparison in the issuance of money cards (which will later be called "family cards") in different periods, the annual budget items according to those same periods, and the transformation in the Delegated Area, in addition to including interviews with authorities relevant, especially the Delegate Councilor of the Area. As main conclusions, we see the increase in the issuance of what is known as "family cards" and the expansion of the service charter in the Social Policy of the Madrid City Council.

For the debate and discussion, the question must be taken into account if it is the city councils that should be responsible for this type of social policy matters in general, and specifically to what extent their size influences as administrative entities to know if they can take charge of this type of policy, this issue being one of the main questions for possible evaluations of public policies.