

Survey on Support Centres and Services for Homeless Persons (SSCHP-2024)

Methodology

September 2025

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1 Introduction

In recent years, both from domestic and European governmental request, and from the civil society itself, the degree of sensitivity and concern about the cohesion of our societies has increased, and in particular, about those social exclusion processes that generate a growing segregation therein.

Up until now, the INE has carried out the Surveys on Homeless Persons (SHP-Centres 2003), SHP-Centres 2006, SHP-Centres 2008, SHP-Centres 2010, Survey on Support Centres for Homeless Persons (SSCHP-2012) and the Survey on Support Centres and Services for Homeless Persons biennially since 2014 for the purpose of ascertaining the main characteristics of the centres. Also, it has carried out the 2005 Surveys on Homeless Persons in 2005 (SHP-Persons 2005), 2012 (SHP-Persons 2012) and 2022 (SHP-2022), that were carried out via the direct interview of centre users, for the purpose of verifying their living conditions.

For the purpose of providing updated information that serves to implement the Social Inclusion policies in Spain, it is considered necessary to carry out this new edition of the Survey of centres, two year after conducting the previous survey, pursuant to the specifications of the 2021-2024 National Statistical Plan. This will enable us to observe the evolution of the centres, as well as to assess the adaptation of the measures adopted.

2 Objectives

The main objective of the research is the study of the different characteristics of the support centres and services for homeless persons, both generally speaking, as in the case of services offered, the population tended to and orientation, and other characteristics related to economic and functional aspects, such as sources of financing, human and financial resources, periods of habitual activity, capacity and occupancy.

Likewise, it allows for obtaining estimates of the population tended to in these centres throughout the year.

In the case of País Vasco, the survey has been conducted by the Basque Statistics Institute (EUSTAT), according to the terms established in the partnership agreement signed by both institutions.

3 General characteristics under study

3.1 SERVICES OFFERED

The different services (accommodation and catering, training, care) that the centres may offer homeless persons are studied.

3.2 POPULATION TENDED TO

This studies whether there is a priority orientation of the centres toward a specific situation of homeless persons, as well as whether there is specialisation in the support offered, according to sex. In particular, the proportion of foreign population tended to is researched. The means of access to the centre is also be analysed.

3.3 SOURCES OF FINANCING, HUMAN AND FINANCIAL RESOURCES

We study the structure of their sources of financing, the annual expenditure of the centre and its human resources, from both the perspective of the contractual relationship and the functional perspective.

3.4 CHARACTERISTICS OF THE CENTRES

For all centres, the availability of a security service is considered, as well as the ownership of the service provider.

For those centres that offer accommodation, catering and/or occupational or educational services, we study their activity period and opening hours, their capacity and occupancy, as well as the specific characteristics of the service provided therein.

For those centres that carry out intervention activities on the street, the following is analysed: the activity period, the number of people attended to in the interventions carried out and the number and characteristics of the mobile means and resources available.

4 Survey scope

4.1 POPULATION SCOPE

All of the support centres and services for homeless persons, in accordance with the directory updated on 30 June 2024.

4.2 TERRITORIAL SCOPE

All of the municipalities in Spain, with no size limitations.

4.3 TIME SCOPE

The data required have the year 2024 as the reference period.

5 Concepts and definitions

This survey takes as a reference the European Typology on Homelessness and Housing Exclusion (ETHOS) as set out in the National Strategy for the Fight against Homelessness in Spain 2023-2030, specifically the categories included in the Homelessness group:

- Homelessness:
 - Living in a public space (outdoors): People living on the streets or in a public or outdoor space, without shelter that can be defined as housing.
 - They sleep in a night shelter and/or are forced to spend several hours a day in a public space: People without a regular place of residence who make use of hostels or very low-demand accommodation centres.
- Homelessness:
 - People living in shelters and centres for homeless people/temporary accommodation: When the stay is understood to be short- or medium-term and temporary, not as a permanent place of residence.
 - People in women's shelters (alone or with children): Women housed because they have suffered gender-based violence, as long as it is understood as temporary residential.
 - People in accommodation centres for asylum seekers and migrants: Migrants living in temporary accommodation due to their status as foreigners or seasonal workers.
 - People who are to be discharged from residential or internment institutions within a defined period of time: People from penal institutions without housing available at the time of release, people from health institutions without housing, young people from juvenile institutions without housing to go to when they reach legal age.
 - People who receive sustained supported accommodation due to their homelessness status: Long-term supported accommodation for people who have experienced homelessness.

That is, a **Homeless person** is considered to be that person who, during the reference period, does not have accommodation that meets the commonly accepted human inhabitability criteria, including whether the accommodation is legally their property or rented, or occupied free of charge with the permission of the owner, or under contract or another agreement of a non-time nature (including those provided by the public sector or non-governmental organisations and those provided by employers).

On the other hand, this excludes those persons who live in the following types of accommodation:

- Hospitals; mental health centres; retirement homes.
- Prisons; confinement centres.
- Student residences; boarding schools.
- Shelters for minors.

- Barracks; military sea missions.
- Moored ships.
- Mobile homes (circuses)
- Au-pairs; domestic service; hotel personnel who live in the hotel.
- Tourists staying in hotels.
- Therapeutic communities; day centres for drug addicts; damage-reduction centres for drug addicts.
- Centres intended for persons with disabilities.

For citizens who sleep on the Street, there are **the programmes and services for street intervention with PSH**, such as proximity intervention resources and those based on a proactive and approaching method, which boast a high degree of technical consensus. Thus, this survey is extended with the register of services provided on the street, understanding these to be those organised and stable services that are provided to homeless persons on the street.

Information on the Housing First programme was collected for the first time, which was first implemented in Spain in 2014. It was primarily aimed at homeless people in chronic situations and experiencing serious deterioration of their physical or mental state. The implementation of this intervention model began as part of the 2015-2020 National Comprehensive Strategy for Homeless People, approved by the Council of Ministers on 6 November 2015. This edition contains information on the **Housing Led** programme of shared temporary housing with personalised socio-educational support, which is also included in the National Strategy to combat homelessness in Spain 2023-2030.

5.1 MAIN VARIABLES UNDER STUDY

Centre: Enclosed space where the social intervention of homeless persons is carried out.

Specialisation of the centre: Different situations that the centre cares specifically and exclusively. The following are considered: women victims of gender-based, immigrants and without specialisation or with another different from the above.

Type of centre: classification of the centre, according to whether it provides accommodation, catering and/or other types of services.

Ownership of the centre: Legal responsibility of the entity owning the centre. This distinguishes between publicly and privately-owned centres.

- Public: Central Administration, Autonomous Community Administration, Local Administration.
- Private: Non-Profit Associations, Non-Profit Associations Federation, Private Foundation, Charitable Establishments, Other Non-Profit Institutions, Natural Person, Corporation, Private Limited Company, Labour Corporation, Community of Goods, Cooperatives, Others for Profit.

Management: name of the centre manager, which may coincide with the owner or may be different. Subsequently, we distinguish between publicly and privately-managed centres.

Services offered by the centre: that support that the centre offers to users. This may be instrumental (accommodation, maintenance, clothing, hygiene, etc.), technical (information, guidance, social accompaniment) and other (health, legal, etc.).

Specific situation that homeless persons suffer: the various situations that homeless persons which are tended to in the centre could suffer. The following types are considered: ex-conviction, alcohol addiction, other drug addiction, immigration, women who are victims of gender-based, women who are victims of human trafficking, legal age of minors in institutions, mental health problems, HIV infection, long-term illness and other unspecified situations.

Sex: biological sex of the population tended to, differentiating of they only tend to male, female populations or to both.

Means of access: means through which one may arrive at the centre. They can access directly or sent by social services or primary attention, centres that specifically tend to Homeless Persons, specialised centres, prisons, hospitals, emergencies, emergencies or social emergency services or other means of access. Access from the Homeless Persons network may originate from a single network gateway or from other centres.

Security service: we study whether there is such a service in the centres, as well as whether it is provided by the public sector or the private sector.

Sources of financing: the centres may be financed from different sources: public administrations, companies, non-profit institutions, donations and their own funds. The centres are asked to define the structure of their financial resources in relative terms. A predominant source of financing shall be understood to be that which accounts the greater percentage of the centre budget.

Expenses of the centre: The expenses of the centre are those necessary for its normal operation and management. This includes, therefore, personnel costs and those associated with supplies and maintenance of the centre. Investment expenditure (capacity expansion, major reforms, etc.) is excluded.

Personnel: persons who carry out any type of work in the centre, distinguished according to the type of working day (dedication), labour relationship (link), and the functions they perform in the centre (function).

Activity period: period or periods during the year when the centre is open.

Weekly opening of the centre: opening days of the centre during the week.

Office and functioning hours: opening hours of the centre for each day of the week.

Capacity: number of existing bedplaces on the reference dates.

Occupancy: number of bedplaces occupied on the reference dates.

Type of stay: classification of the stay authorised in the the collective accommodation centre, during its duration, distinguishing between emergency centres (between one and five days' stay), short-stay centres (between six days and one month) and long-stay centres (more than one month). Periods between brackets are indicative.

Type of rooms: Capacity of the rooms in the collective accommodation centre, which can be individual rooms, specifically for families, with two or three beds or multiple bedrooms. The same centre can offer different types of rooms.

Characteristics of the centre regarding the user: In collective accommodation centres and those offering occupational and / or educational services research if the user helps with the chores of the centre, the user can receive or send correspondence, the user have left-luggage lockers available, the user can receive or make telephone calls, the user can recharge electronic devices, if pets are allowed, if you can register at the centre, receive visitors or remain there 24 hours a day or if the facilities are adapted for persons with reduced mobility. In addition, in centres that provide occupational and/or educational services, the question is asked whether the centre manages the performance of work practices or the possibility of registering with a labour exchange.

Type of catering service: this considers the different meals that may be served throughout the day, such as breakfast, lunch and dinner. Tupperware, food bags and sandwiches are not counted, as these deliveries make it difficult to distinguish which ones are given to homeless people or in other situations, and also prevent those who receive them from being able to rest and socialise with other people while enjoying the catering service.

Mobile means available: in those centres that offer interventions on the street, the vehicles they have to cover said service.

Resources available: number of teams carrying out intervention services on the streets, number of people in these teams and, of those, the number of volunteers.

5.2 IDENTIFICATION VARIABLES

Identification of the Centre

Province: this considers the 50 provinces and the two Autonomous Cities into which the state territory is divided.

Municipality: this considers the municipality in which the centre is located.

Centre code: identification of the centre, to five digits, according to the directory.

5.3 CLASSIFICATION VARIABLES

Geographical features

Reference Autonomous Community: Autonomous Community where the centre interviewed is located.

Size of the municipality: number of inhabitants in the municipality.

6 Information collection

6.1 ORGANISATION OF THE COLLECTION

All the centres in the directory provided to the INE by the Ministry of Social Rights and the 2030 Agenda are comprehensively investigated through the corresponding departments of all the Autonomous Communities, except the Basque Country, with reference to 30 June 2024.

The information collection have been conducted through an online questionnaire, in a centralised fashion, by the service promoting the survey, except in País Vasco, where the Basque Statistics Institute (EUSTAT) was in charge of the fieldwork as per the partnership agreement with the INE.

6.2 DEVELOPMENT OF THE FIELDWORK

During the month of February 2025, by post, we requested the collaboration of all centres in telematically. When necessary, the service promoting the survey carried out a telephone or email claim of the questionnaires not received.

7 Information processing

The log file generated underwent a filtering process, performed by the service promoting the survey, in order to detect possible absences or inconsistencies in the information received. This process generated a basic operation file.

8 Dissemination

The publication of results takes place in September 2025.