

**Survey on Support Centres for Homeless Persons
Year 2020**

In 2020, an average of 17,772 persons per day stayed in homeless shelters, 1.3% less than in 2018

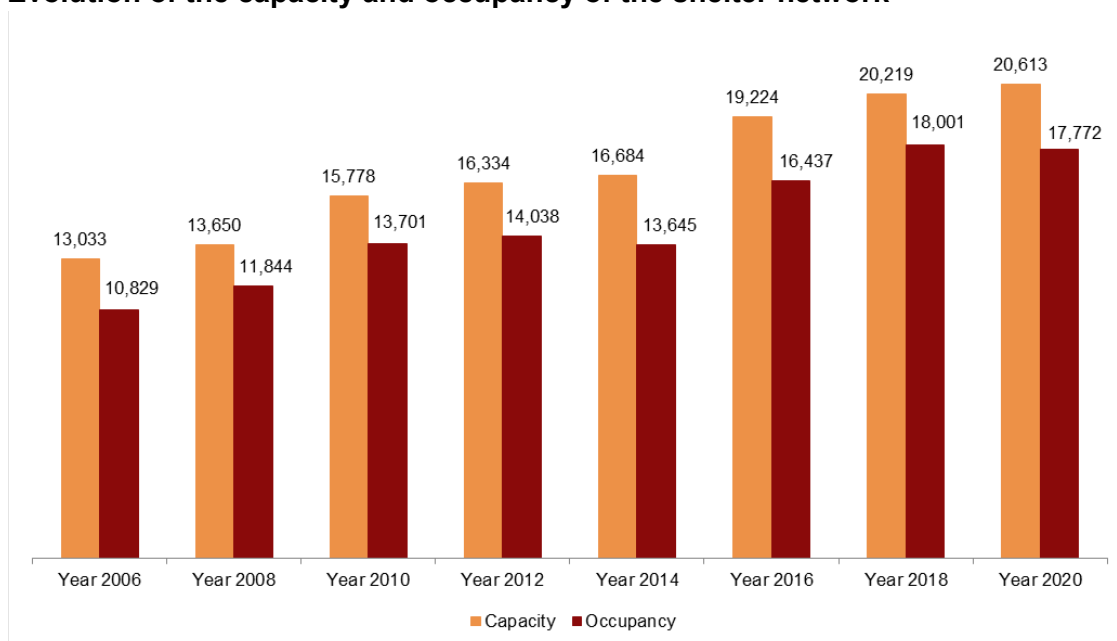
Shelters offering restaurant services served an average of 46,503 meals per day, 4.3% less than two years earlier

The average number of homes allocated to the *Housing First*¹ program was 439, 30.1% more than in 2018

Homeless shelters in Spain welcomed an average of 17,772 people daily during 2020, of which 4,793 were women. This figure was 1.3% lower than that registered in 2018.

Average occupancy reached 86.2%, lower than the 89.0% occupancy in 2018.

Evolution of the capacity and occupancy of the shelter network



¹ The *Housing First* program, which began in Spain in 2014, is aimed primarily at homeless persons in a situation of chronic homelessness who presented serious deterioration of their physical or mental conditions.

Shelter specialisation

Of the 1,019 shelters for homeless persons, 16.4% were specialised in caring for immigrants; that is, they were aimed exclusively at homeless immigrants. A total of 7.0% of shelters were specialised in providing assistance to women victims of gender violence, and the remaining 76.6% had no specialisation or another type of specialisation.

In terms of shelter ownership, 59.2% of shelters specialised in care for women victims of gender violence were public, while 40.8% were private.

Of the shelters set up to care for immigrants, 9.0% were publicly owned and 91.0% private.

As for shelters with no specialisation or with another type specialisation, 25.0% were publicly owned and 75.0% were private.

Shelters according to specialisation and ownership

	Total		Public centres		Private centres	
	Centres	%	Centres	%	Centres	%
TOTAL	1,019	100.0%	252	24.7%	767	75.3%
Specialised in women victims of gender-based violence	71	7.0%	42	59.2%	29	40.8%
Specialised in immigrants	167	16.4%	15	9.0%	152	91.0%
No specialisation / Other specialisation	781	76.6%	195	25.0%	586	75.0%

Main activity as declared by the shelters

A total of 34.5% of shelters serving the homeless declared that their main activity was to provide accommodation in flats or apartments, 28.9% were considered reception centres, and 10.9% as shelters/night-time reception centres.

In addition, 9.7% indicated that they functioned as a soup kitchen, 7.5% a day shelter/occupational workshop, 3.1% a residence and the remaining 5.3% declared some other type of activity.

Benefits and population served

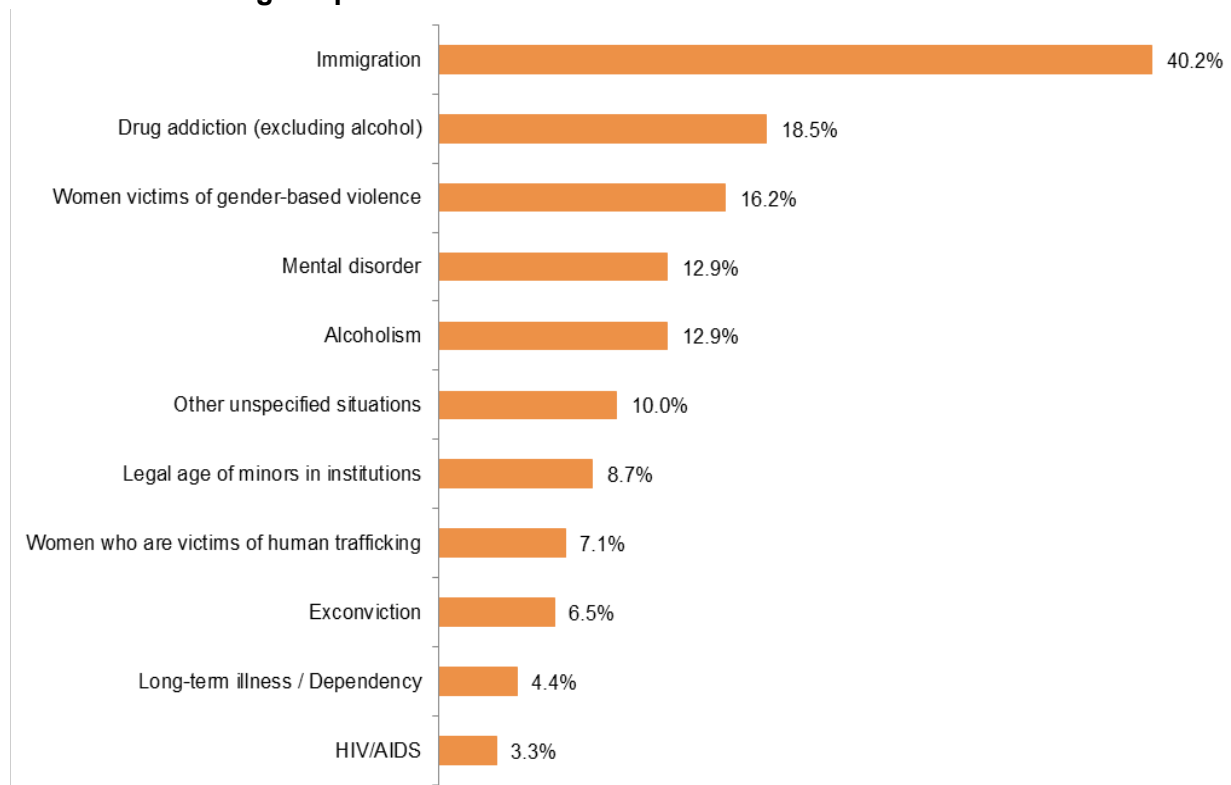
The most frequent benefits offered by the shelters were *Information and reception* (86.0%), *Orientation and/or referral* (78.4%) and *Accommodation* (76.4%).

On the other hand, the services aimed at social reintegration, such as *Reintegration Workshop* (17.8%), *Occupational Workshop* (18.7%), *Legal Assistance* (33.6%) and *Psychological Assistance* (42.8 %) had a lower presence among shelters; similar to the situation observed in 2018.

A total of 74.3% of shelters catered to both men and women. A total of 13.2% only accepted men, while 12.5% accepted only women.

A total of 51.0% of shelters declared that they were primarily oriented towards a specific situation, compared to 53.5% in 2018. The situations most frequently addressed by shelters were *Immigration/application for international protection* (40.2%) and *Addiction to other drugs (not alcohol)* (18.5%). Less frequent were *HIV/AIDS* (3.3%) and *Long-term illness/dependence* (4.4%).

Shelters according to specific situation addressed¹



¹Each shelter can deal with more than one specific situation

Human Resources

The average number of people who worked in homeless shelters in 2020 was 17,521. A total of 42.7% were full-time workers (32.1% in 2018) and 57.3% part-time (67.9% in 2018).

In terms of the employment relationship, 48.5% of workers were salaried, 44.5% were volunteers and 7.0% had some other type of relationship (subcontracted personnel, student trainee, religious,...).

Simultaneously considering the employment type and hours, most human resources consisted of part-time volunteers (40.0% of the total) and full-time employees (34.4%).

Average number of workers in homeless shelters Year 2020

	Laboral situation							
	Total		Wage earners		Volunteers		Other situation ¹	
	Persons	%	Persons	%	Persons	%	Persons	%
TOTAL	17,521	100.0%	8,505	48.5%	7,792	44.5%	1,224	7.0%
Full time workers	7,488	42.7%	6,035	34.4%	788	4.5%	665	3.8%
Part time workers	10,033	57.3%	2,470	14.1%	7,004	40.0%	559	3.2%

¹ Subcontracted personal included

Management staff accounted for 5.5% of the total, qualified technical staff (with health or socio-educational functions), 29.6%, and auxiliary staff (health, socio-educational, administrative and services), 64.9%.

Shelter expenses

A total of 39.7% of shelters had annual expenses equal to or less than 100,000 euros during 2020 (44.6% in 2018), while 44.2% had expenses between 100,001 and 500,000 euros (39.6% in 2018).

A total of 15.8% of shelters had a budget of more than half a million euros.

There are differences between public and private shelters in terms of the financial resources available. In the public sector, 41.3% had annual expenses equal to or less than 100,000 euros, 34.9% reported expenses between 100,001 and 500,000 euros, and 23.0% exceeded half a million euros. Among private companies, 39.2% had a budget of up to 100,000 euros, 47.2% of between 100,001 and 500,000 euros, and 13.5% had expenses of more than half a million euros.

Shelter financing

A total of 83.7% of shelters were financed solely or predominantly by the General Government. In 2018, the percentage was 82.4%.

On the other hand, 7.4% of shelters were financed, for the most part, by their own funds, 3.6% with funds from private non-profit institutions, 3.2% with private donations and 0.7 % by companies. The remaining 1.4% did not have a predominant funding source.

Shelter availability, capacity and services

A total of 792 shelters offered accommodation in 2020, 6.7% more than in 2018. Almost all (99.7%) were open from Monday to Friday. A total of 95.5% were open on Saturdays and 95.6% on Sundays.

Average accommodation network capacity was 20,613 bed-places per day. The public offer was 7,690 bed-places per day (14.1% more than in 2018), while the private offering was 12,923 (4.1% less).

The average daily number of occupied bed-places was 17,772. This represented an average occupancy of 86.2%. Of these bed-places, 27.0% were occupied by women.

Average number of shelter bed-places offered and average occupancy by autonomous communities and cities

	Average number of bedplaces	Average occupancy (%)	Occupancy by women ¹ (%)
TOTAL	20,613	86,2	27,0
Andalusia	2,123	84,2	26,2
Aragon	600	75,7	45,2
Asturias	905	83,3	32,1
Balearic Islands	483	85,8	33,6
Canary Islands	641	83,9	18,1
Cantabria	95	76,8	37,0
Castile and Leon	1,541	78,0	32,9
Castile - La Mancha	407	85,4	23,3
Catalonia	2,367	80,1	31,8
Valencia	703	77,7	26,8
Extremadura	340	87,8	25,8
Galicia	1,163	77,9	26,6
Community of Madrid	2,459	84,7	25,3
Murcia	642	77,2	27,3
Navarra	452	87,4	37,0
Basque Country	4,260	81,5	28,8
La Rioja	272	58,0	40,6
Ceuta	330	97,7	14,1
Melilla	834	196,1	9,5

¹ Percentage of bedplaces occupied by women over the total number of bedplaces occupied

The average occupancy was higher in public shelters (92.6%) than in private ones (82.4%). The percentage of places occupied by women was higher in private shelters than in public ones (28.3%, compared to 25.0%).

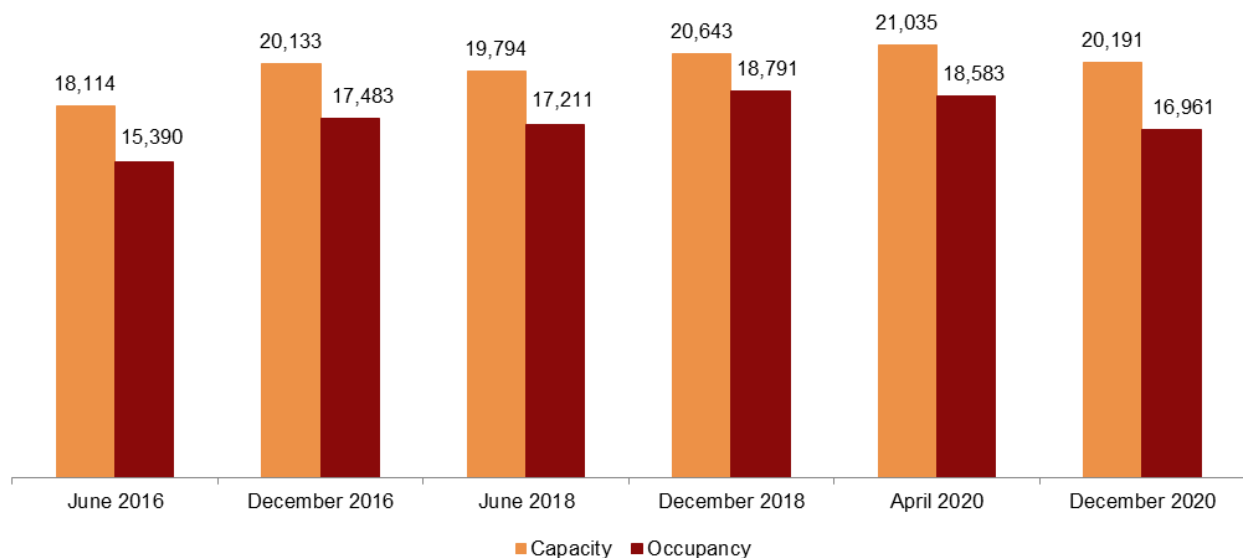
In immigrant shelters, the average occupation was 99.2%, while 25.6% of bed-places were occupied by women 25.6%. In shelters specialised in female victims of gender violence, the average occupation was 70.8%, and the bed-places occupied by women were 71.9%; women generally go to these shelters together with their children.

An average of 12,255 persons were housed in group shelters (2,750 were women). On average, 5,514 were housed in flats or apartments (2,043 women).

During the period of general confinement due to COVID-19, 21,035 bed-places were offered on a daily basis, of which 88.3% were occupied. In the winter period the offer was 20,191 bed-places, of which 84.0% were occupied.

In previous years, winter period occupancy was higher than summer period occupancy. However, in 2020, occupation during the month of April, when stay at home orders were in force, was higher than in the winter period. In turn, occupancy data for the winter period of 2020 was lower than in previous years, possibly due to capacity restrictions.

Evolution of accommodation and occupancy capacity according to the period of the year



As for facilities, 49.1% of the collective shelters had individual rooms and 19.7% had rooms for families.

In addition, 99.1% of these shelters had areas to recharge electronic devices, 89.0% were capable of receiving telephone calls, and 83.6% could receive correspondence. Almost two out of three shelters (65.5%) had facilities adapted for people with reduced mobility. One in ten (10.1%) could be accompanied by a pet.

Housing First Program

A total of 449 homes were allocated to this program during the period of general confinement due to COVID-19 (49.2% more than in June 2018). These home were occupied by 433 people, of which 95 were women.

In turn, 428 homes were allocated in December (14.7% more than in December 2018) and were occupied by 410 people, of which 92 were women.

Shelters offering meal services

The number of shelters that offered meal services (breakfasts, lunches, dinners, sandwiches, hot drinks) was 475 in 2020, 6.3% more than in 2018.

Due to COVID-19 related restrictions, some shelters reduced their capacity and replaced the services provided in the dining rooms with the distribution of food containers and bags to be consumed outside the premises. The number of food distribution services is not counted in the survey.

On an average day, 13,904 breakfasts, 18,524 lunches and 14,076 dinners were served within the shelters. This meant a total of 46,503 daily services, 4.3% less than in 2018.

Average annual expenditure per shelter by autonomous communities and cities

The highest average annual expenses per shelter were registered in the autonomous city of Melilla (with about 3.5 million euros), the autonomous city of Ceuta (2.8 million) and in Comunidad de Madrid (662,242).

In turn, Castilla y León (196,268 euros), Cantabria (200,343) and Galicia (218,956) had the lowest average expenditures per shelter.

Average annual expenditure per shelter by autonomous communities and cities

	Average expenditure (euros)
Melilla	3,484,839
Ceuta	2,802,141
Community of Madrid	662,242
Catalonia	610,088
Balearic Islands	562,125
Valencia	432,035
Andalusia	419,964
Navarra	403,475
Asturias	372,912
Aragon	359,922
Extremadura	347,426
NATIONAL TOTAL	338,575
Canary Islands	305,513
La Rioja	279,030
Murcia	257,649
Castile - La Mancha	242,464
Basque Country	219,759
Galicia	218,956
Cantabria	200,343
Castile and Leon	196,268

Methodological note

The Survey on Homeless Shelters and Care Service (SHSCS) 2020 has been carried out by the National Institute of Statistics (INE). The Basque Institute of Statistics (EUSTAT) has collaborated in the conduction of the Survey in the territorial scope of the Autonomous Community of País Vasco by virtue of the collaboration agreement established for the elaboration of this survey.

This survey was carried out in the first semester of 2021, and this was the ninth investigation on shelters providing services to the homeless.

The main research objective is to study the characteristics of homeless shelters: both in general (such as the benefits offered, the population served and the orientation), as well as other characteristics related to economic and health aspects, operation (such as funding, human and financial resources, usual activity periods), as well as capacity and occupation.

The survey has been carried out exhaustively with the shelters found in the directory, with a 79.5% response rate. Information has been collected using a web questionnaire.

Type of operation: biennial.

Population scope: homeless shelters that offer accommodation, food services, and street intervention services.

Geographical scope: the entire national territory.

Reference period for the results: The calendar year. Information on capacity and occupancy refers to April 30 and December 15. Human resources refer to December 15.

Reference period for the information: Year prior to the interview

Sample Size: Thorough investigation.

Collection method: Online questionnaire completion by the informant (IRIA system) with telephone support.

For more information the methodology can be accessed at:

https://www.ine.es/dynqs/INEbase/es/operacion.htm?c=Estadistica_C&cid=1254736176925&menu=metodologia&idp=1254735976608#

The standardized methodological report is at:

<https://www.ine.es/dynt3/metadatos/es/RespuestaDatos.html?oe=30469>

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