

A. Identification of the centre

Please complete this section first

Identification changes. (Only complete the sections subject to changes)

Name of the centre _____

Address _____ Postcode

Municipality _____

Province _____

Telephone numbers email _____

Owning body _____

Contact person _____

In order to improve the quality of the directory, describe the type of centre:
Centre typology _____

Nature, characteristics and purpose

This survey is aimed at centres that provide services to homeless persons. Its purpose is to ascertain the general features of the functioning and organisation of centres, as well as of the services they provide.

Legislation

Compulsory statistics

Statistical Secrecy

The personal information obtained by the statistical services, both directly from the informants as well as from administrative sources, will be the object of protection and is covered by administrative sources (art. 13.1 of the Law on the Public Statistical Services of 9 May 1989 (LFEP)). All statistical personnel are obliged to preserve statistical secrecy (art. 17.1 of the LFEP).

Obligation to provide the items of data

Law 4/1990 establishes the **Obligation to provide the items of data** requested for the compilation of these Statistics.

Statistical services may request data from individuals and legal entities, both national and foreign, resident in Spain (Art. 10.1 of the LFEP).

All individuals and legal entities that provide data, regardless of whether their collaboration is compulsory or voluntary, must respond in a true, exact and comprehensive manner, within the stipulated deadline, to the questions outlined in due form by the statistical services (art. 10.2 of the LFEP).

Failure to comply with the obligations envisaged in this Law, as related to statistics for state purposes, **shall be sanctioned** in accordance with the terms established in the regulations contained in this Heading (art. 48.1 of the LFEP).

Very serious infringements shall be sanctioned with fines ranging from 3,005.07 to 30,050.61 euros. Serious infringements shall be sanctioned with fines ranging from 300.51 to 3,005.06 euros. Minor infringements shall be sanctioned with fines ranging from 60.10 to 300.51 euros (art. 51.1, 51.2 and 51.3 of the LFEP)

B. General characteristics

(This must be filled out by all centres)

1. Could you indicate the ownership of the institution that owns the centre?

- Public _____ 1
- Non-profit private/Third sector (foundation, association, NGO) _____ 2
- Private (companies) _____ 3

2. Is the owner of the centre also the manager thereof?

- Yes _____ 1 → (Go to question 4)
- No (*specify manager*) 6

3. Could you indicate the owning managing body of the centre?

- Public _____ 1
- Non-profit private/Third sector (foundation, association, NGO) _____ 2
- Private (companies) _____ 3

4. According to the main activity, what type of centre it is?

(1) Shelter: Collective and temporary shelter that provides comprehensive support the 24 hours

- Hostel/Night shelter _____ 1
- Shelter (1) _____ 2
- Flat/group or community dwellings for immediate shelter (urgency) _____ 3
- Flat/group or community dwellings for temporary stay _____ 4
- Flat/group or community dwellings for social insertion or inclusion (indefinite stay) _____ 5
- Residence _____ 6
- Canteen _____ 7
- Day centre _____ 8
- Other (*specify*) 9

5. Which of the following services does the centre offer? (Please mark the appropriate alternatives with an "x")

- | | |
|--|--|
| Information and shelter _____ <input type="checkbox"/> 1 | Artistic/cultural activities _____ <input type="checkbox"/> 11 |
| Orientation and/or derivation _____ <input type="checkbox"/> 2 | Medical care _____ <input type="checkbox"/> 12 |
| Accommodation _____ <input type="checkbox"/> 3 | Psychological assistance _____ <input type="checkbox"/> 13 |
| Catering (food) _____ <input type="checkbox"/> 4 | Legal assistance _____ <input type="checkbox"/> 14 |
| Professional orientation _____ <input type="checkbox"/> 5 | Social assistance _____ <input type="checkbox"/> 15 |
| Occupational workshop _____ <input type="checkbox"/> 6 | Nursery/Play centre _____ <input type="checkbox"/> 16 |
| Integration workshop _____ <input type="checkbox"/> 7 | Distribution of clothes _____ <input type="checkbox"/> 17 |
| Adult education _____ <input type="checkbox"/> 8 | Intervention on the street _____ <input type="checkbox"/> 18 |
| Personal hygiene _____ <input type="checkbox"/> 9 | Internet access _____ <input type="checkbox"/> 19 |
| Laundry _____ <input type="checkbox"/> 10 | Other (<i>specify</i>)..... <input type="checkbox"/> 20 |



6. Is the centre prioritarily oriented toward a particular sector of the homeless population?

Yes _____ 1
 No _____ 6 → (Go to question 8)

7. Could you indicate the specific situation tended homeless persons suffer? (At most two options should be completed)

- Ex-conviction _____ 1
- Drug addiction _____ 2
- Alcoholism _____ 3
- Immigration _____ 4
- Women who are victims of domestic violence _____ 5
- Legal age of minors in institutions _____ 6
- Mental disorder _____ 7
- Other (specify)

 _____ 8

8. What population is tended to in the centre?

- Only males _____ 1
- Only females _____ 2
- Both sexes _____ 3

9. Please indicate the percentage of foreign nationals tended to in the centre

 %

10. Which are the most frequent means of access to the centre? Choose the three more frequent and number them from 1 to 3 by order of importance, leaving the other in blanc.

- The centre has free access _____ 1
- Users are sent from:
 - general social services/primary attention _____ 2
 - other centres that specifically tend to Homeless Persons _____ 3
 - other specialized centres _____ 4
 - prisons _____ 5
 - hospitals _____ 6
 - accident and Emergency _____ 7
 - other means of access _____ 8

11. Does the centre have a security service?

Yes _____ 1
 No _____ 6 → (Go to question 13)



12. What type of security service is it?

Public _____ 1
 Private _____ 6

13. Please indicate the percentage contribution of the following organisations or institutions to the financing of the centre

a.1. State Administration _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
a.2. Autonomous Community Administration _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
a.3. Local Administration (including councils, communities, local corporations...) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
a. Total public administrations (a.1+a.2+a.3) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
b. Companies _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c.1. Associations _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c.2. Foundations _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c.3. The Catholic Church _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c.4. Other religious communities _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
c. Total private non-profit institutions (c.1+c.2+c.3+c.4) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
d. Individual donations _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
e. Own funds (centre funds) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TOTAL (Highlighted totals must sum 100) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. What was the total expenditure of the centre in 2014? (Indicate the amount in euros without decimals)

euros

15. How many persons worked in the centre on 15 December 2014, regarding their situation and dedication?

	Part time		Full time		Total	
	Men	Women	Men	Women	Men	Women
Wage earners with indefinite contract _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wage earners with temporary contract _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subcontracted _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Volunteers _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other (Religious persons and students in internships) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TOTAL _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



16. Please, indicate the same staff regarding the functions they performed. (Do not forget to include subcontracted personnel, volunteers, religious persons or in internships ...)

	Part time		Full time		Total	
	Men	Women	Men	Women	Men	Women
Management personnel _	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Technical staff (social worker, social educator, etc.) ____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Health personnel with a university qualification (doctors, nurses, etc.) ____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Support personnel with health or socio-educational functions _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Auxiliary administrative personnel (secretariat) and services personnel (kitchen, maintenance, surveillance, etc.) _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TOTAL _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The totals highlighted in questions 15 and 16 must coincide.



C. Specific characteristics of centres that offer accommodation services

(This section must be completed by those centres that offer accommodation services. Otherwise, please go to section D)

17. Activity period

All year _____ 1 → (Please go to question 19)
 Another period _____ 2

18. Please indicate the months during which the centre is open

January _____ April _____ July _____ October _____
 February _____ May _____ August _____ November _____
 March _____ June _____ September _____ December _____

19. Weekly centre opening *(Mark as many boxes as necessary)*

From Monday through Friday _____ 1
 Saturdays _____ 2
 Sundays _____ 3

20. Schedule

	Without closing	Up to 12 hours open	More than 12 hours open
From Monday through Friday _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Capacity according to type of centre the days 16 June and 15 December 2014

	16-06-2014	15-12-2014
Number of bedplaces available in shelters, residences _____	<input type="text"/>	<input type="text"/>
Number of bedplaces available in flats/group or community dwellings _____	<input type="text"/>	<input type="text"/>
Number of bedplaces available in guesthouses/hotel establishments _____	<input type="text"/>	<input type="text"/>
Total number of bedplaces available _____	<input type="text"/>	<input type="text"/>

22. Of the total existing places, ¿how many are concerted?

(This question will only be answer by the centres that had indicate options 2 or 3 of question 1)

	16-06-2014	15-12-2014
Number of concerted places _____	<input type="text"/>	<input type="text"/>

23. Please, indicate the number of flats/group or community dwellings

	16-06-2014	15-12-2014
Number of flats/group or community dwellings _____	<input type="text"/>	<input type="text"/>

24. Could you indicate the number of occupied places during the dates listed? (In case that no service of accommodation was provided during those dates, please, take as reference the closest days that the centres were open, distinguishing between holiday and winter periods. If so, indicate it at the end of the questionnaire in the section Observations.)

16-06-2014 **15-12-2014**

Number of occupied places _____

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*(Questions 25 to 27 must be filled out **only** by shelters as in the first section of question 21))*

25. What type of stay does the centre provide? (Please mark the appropriate alternatives with an "x". Periods between brackets are indicative)

- Emergency (between one and five days) _____ 1
- Short stay (between six days and a month) _____ 2
- Long stay (more than one month) _____ 3

26. What type of rooms does the centre have?

- Individual bedrooms _____ 1
- Specific bedrooms for families _____ 2
- Bedrooms with two or three beds _____ 3
- Multiple bedrooms (4 beds or more) _____ 4

27. Characteristics of the centre regarding the user of the accommodation service

	YES	NO
Do users help with the chores of centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users receive/send correspondence at the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Is there a left-luggage service available to users in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users receive/make telephone calls in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users recharge electronic devices (laptop, cell phone...)? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users have pets in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6



D. Specific characteristics of centres that offer catering service

(This section must be filled out by those centres that offer catering services, except if they have indicated options 3, 4 or 5 of question 4 (flats/groups or community dwellings). If that is not the case, go to section E)

28. What type of service does it provide? (Indicate as many boxes as necessary)

- Lunch _____ 1
- Dinner _____ 2
- Breakfast _____ 3
- Handing out sandwiches or food parcels _____ 4
- Handing out soup or hot beverages _____ 5

If you only indicate these options, go to questions 29 and 30, and go to the next section

29. Activity period

- All year _____ 1 → (Please go to question 31)
- Another period _____ 2

30. Please indicate the months during which the centre is opened

- | | | | |
|---|--------------------------------------|--|---|
| January _____ <input type="checkbox"/> | April _____ <input type="checkbox"/> | July _____ <input type="checkbox"/> | October _____ <input type="checkbox"/> |
| February _____ <input type="checkbox"/> | May _____ <input type="checkbox"/> | August _____ <input type="checkbox"/> | November _____ <input type="checkbox"/> |
| March _____ <input type="checkbox"/> | June _____ <input type="checkbox"/> | September _____ <input type="checkbox"/> | December _____ <input type="checkbox"/> |

31. Weekly offering of catering services

	Breakfast	Lunch	Dinner
From Monday through Friday _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. Are breakfasts, meals and/or dinners made in each centre?

- Yes, they are made in each centre _____ 1
- No, they are made by a catering company _____ 2

33. Please, indicate the number of table settings available the days 16 June and 15 December 2014.

	<u>16-06-2014</u>	<u>15-12-2014</u>
Total number of table settings available _____	_ _ _ _	_ _ _ _

34. Occupancy *(In case the centre was not opened on those dates, please, take as reference the closest days in which the centre was opened, distinguishing between holiday and winter periods. Please, write it in the section Observations.)*

	<u>16-06-2014</u>	<u>15-12-2014</u>
Number of breakfasts _____	_ _ _ _	_ _ _ _
Number of lunches _____	_ _ _ _	_ _ _ _
Number of dinners _____	_ _ _ _	_ _ _ _
Number of services (breakfasts + lunches + dinners) _____	_ _ _ _	_ _ _ _

E. Specific characteristics of intervention on the street services

*(This section must be filled out by those centres that offer **Intervention on the street**. Otherwise, go to section F)*

35. Which was the activity period?

All year _____ 1 → (Go to question 37)
 Other period _____ 2

36. Please, indicate the months in which intervention services have been performed

January _____ April _____ July _____ October _____
 February _____ May _____ August _____ November _____
 March _____ June _____ September _____ December _____

37. Opening Hours

	Open only during the day	Open only at night	Open day and night
From Monday through Friday _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

38. Persons tended to on 16 June and 15 December 2014

16-06-2014 15-12-2014

Number of persons tended to _____ |_|_|_|_| |_|_|_|_|

39. Mobile means available on the indicated dates

16-06-2014 15-12-2014

Number of automobiles available _____ |_|_|_|_| |_|_|_|_|

Number of motorcycles available _____ |_|_|_|_| |_|_|_|_|

Number of vans or buses available _____ |_|_|_|_| |_|_|_|_|

Total number of mobile means available _____ |_|_|_|_| |_|_|_|_|

40. Please, indicate the number of resources available on the indicated dates

16-06-2014 15-12-2014

Number of street teams available _____ |_|_|_|_| |_|_|_|_|

Number of persons tending in streets _____ |_|_|_|_| |_|_|_|_|



F. Specific characteristics of centres that offer occupational and/or educational services

(This section should be full filled by day centres and centres that offer occupational and/or educational services. Otherwise, go to Observations)

Only the centres that have indicate option 8 question 4 or options 6, 7, 8 or 11 of question 5, should fill out this section

41. Which has been the activity period?

All year _____ 1 → (Go to question 43)

Other period _____ 2

42. Please, indicate the months during which the centre was opened

January _____ April _____ July _____ October _____

February _____ May _____ August _____ November _____

March _____ June _____ September _____ December _____

43. Please, indicate the days the centre is open (Mark as many boxes as necessary)

From Monday to Friday _____ 1

Saturdays _____ 2

Sundays _____ 3

44. Indicate the number of places available on 16 June y 15 December 2014.

16-06-2014 **15-12-2014**

Total number of places _____

--	--	--	--	--

--	--	--	--	--

45. Please, indicate the number of places occupied on the indicated dates. (In case that the centre was closed during those dates, please, take as reference the closest days that the centres were open, distinguishing between holiday and winter periods. If so, indicate it at the end of the questionnaire in the section Observations.).

16-06-2014 **15-12-2014**

Number of occupied places _____

--	--	--	--	--

--	--	--	--	--

46. Centre characteristics regarding the user of the occupational and/or educational services

	YES	NO
Do users help with the chores of centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users receive/send correspondence at the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Is there a left-luggage service available to users in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users receive/make telephone calls in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users recharge electronic devices (laptop, cell phone...)? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6
Can users have pets in the centre? _____	<input type="checkbox"/> 1	<input type="checkbox"/> 6



Observations: _____

Thank you for taking part.



