

Survey on Homeless Persons (Centres)

Madrid, April 28th 2004

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I. Introduction

I.1 SCOPE AND LIMITS OF THE RESEARCH

The study on homeless people, regardless of the definition used, can tackle a vast range of different aspects. Firstly, it is a priority to ascertain the number of people without a home. Nevertheless, there are also other aspects or questions tied to their vital circumstances, which are of significant interest, like, for example: their social-demographic profile, their living conditions, their life story.

Since the late eighties, methodological frameworks have been developed, especially in the United States (Rossi, 1989; Burt and Cohen, 1989; Burt, 1996), to allow for reasonable approximations. In Europe the situation is not as satisfactory due to several reasons, such as: lower incidence of the problem, society was unaware of the gravity of the problem, and official institutions were uninvolved in measuring the problem. However, the situation changed during the nineties: on the one hand thanks to work performed by Avramov for FEANTSA (European Federation of National Organisations working with the Homeless), during the middle of the decade and their subsequent annual reports, and, on the other hand, thanks to the inclusion of questions related to homeless people in the Eurobarometer since 1993.

Nevertheless, since 2002 there has been a growing interest within the context of the EU through its statistical office (EUROSTAT) to start working on formalising a methodological framework (definitions and investigation methods) that would allow the study on homeless people to be tackled in a consistent and harmonised manner.

In Spain we must especially highlight Cabrera's (1999) project with Cáritas, "Social work with homeless people in Spain," which studies the network of welfare centres that provide services to said people, the number of users and the sociological characteristics of the group. It is also worth mentioning Muñoz and Vázquez's work on the psychosocial aspects of homeless people, which takes a different approach to the former.

The investigation that the INE has carried out for the first time within the sphere of an official statistic is a survey that sheds light, at least partially, on homeless people.

The objective of the investigation has been two-fold: to ascertain the number of users of the centres which, throughout the whole of Spain, render services to homeless people and, secondly, to ascertain the main characteristics of said welfare network.

It is clear that we have not intended to study the profile or the living conditions of homeless people, their life history or come to an understanding of the factors that have a bearing on the appearance of the problem.

In view of the goals to achieve, the focus of our work lies, therefore, more along the lines of the work carried out a few years ago by Cabrera.

Finally, it is important to note that this survey emerges with the vocation of regularly, perhaps annually, performing a follow-up of the network of centres and users.

We are dealing, in any case, with one part of a more global project that in the future will include the surveying of people.

I.2. THE DEVELOPMENT OF THE RESEARCH

As a consequence of the meeting held in March 2002 in Luxembourg by the Group of Experts on Statistics on Homeless People, constituted within the core of the European Union Statistical Office (EUROSTAT), with the participation of an INE representative, it was decided to explore the possibility of compiling statistical information in Spain, following the conceptual and methodological guidelines envisaged by the Group of Experts.

Under this context, a first meeting took place in May 2002 with personnel from the General Directorate for Social Action, Minors and the Family, answerable to the Ministry for Labour and Social Affairs, with the purpose of exchanging opinions and obtaining first hand information both on the regulations governing social work in Spain and the administrative sources susceptible of being used for statistical purposes.

As a result of the aforementioned meeting, it was confirmed that the Ministry for Labour and Social Affairs did not have a centralised register of centres that could, potentially, provide services to homeless people. On the other hand, it also showed that the devices existing within the Ministry for Labour and Social Affairs to monitor the management of social services had two main inconveniences for our objectives: it was not implemented throughout the whole of the national territory (some autonomous communities had not put it into practice) and, moreover, the instruments designed clearly focused on aspects more specifically linked to management, which limited their potential interest.

1. The directory: its compilation.

Faced with the aforementioned situation, and taking into account that there had been a standstill in the work of the EUROSTAT's Group of Experts, the decision was taken to elaborate a *national directory of centres* that render services to homeless people.

Considering the lack of agreement existing on the definition of homeless people (situation that still persists), it was decided to include in the directory those centres that offered homeless people accommodation, catering and other types of services (training, education, welfare).

These centres have in common the fact that they enable the establishment of a personal contact with their users and consequently, the possibility of carrying out interviews, in that the users remain inside for a few hours. We have excluded from the directory those centres that *solely* render information services, shelter or orientation.

These criteria were employed to compile the directory using two sources of information: a) the regional ministries of the autonomous communities competent in the field of social services and b) the directory provided by Cáritas- Pontifical University of Comillas.

Based on the information provided by the autonomous communities (which was partial in the cases of Baleares, País Vasco, Extremadura and Aragón), completed with data stemming from the directory of Cáritas- University of Comillas, a provisional version of the directory was obtained in June of 2003. Said version was contrasted by the provincial INE delegations after contacting the territorial Social Affairs departments, town councils from municipalities with more than 20,000 inhabitants and well-established NGOs. As a consequence of said task, the directory of centres was obtained in September 2003, containing 752 entries.

2. The survey by mail: design, questionnaire. Its realisation.

The investigation had to include all centres that render services to homeless people, with a dual purpose: on the one hand, to reveal the characteristics of the centres, which would bring us closer to obtaining a better awareness of the welfare network and, on the other, to estimate the number of users of these centres.

Furthermore, and in a subsidiary manner, carrying out the Survey would allow us to contrast and perfect the directory of centres. For financial reasons it was decided to perform the investigation by mail, addressing those responsible for the centres.

The survey project, with the questionnaire that was to be used, was consulted with the Ministry for Labour and Social Affairs and submitted to external experts for consideration, such as Pedro Cabrera of the Pontifical University of Comillas.

For the compilation of the questionnaire, national and international experiences on the matter were taken into account, like the Survey of Service Users carried out in France by the INED in 1995, the National Survey for Care Providers to Homeless People and Users carried out in the USA between October 1995 and November 1996 by the Census Office, and the Centre Survey carried out by Cáritas under the direction of Pedro Cabrera in 1999.

The questionnaire used in the Survey has different sections:

- a) identification data
- b) general characteristics of the centre
- c) specific characteristics of the centres that offer accommodation services
- d) specific characteristics of the centres that offer catering services

e) definition of a homeless person (to ascertain the level of conformity of those responsible for the centres with the draft definition being handled by Eurostat's Group of Experts).

Without aiming to be exhaustive, we can state that in section b) information is requested on the services offered by the centres, the population attended to, the orientation of the centre, access to the centre, sources of financing, total expenditure and personnel employed in the centre in the year 2002.

In section c) information is requested on the annual period of activity and the closing periods of the centre, the normal opening hours of the centre, as well as on the capacity and average occupancy during the year 2002 and on November 5th 2003, as the most immediate reference date. Moreover, in cases of collective accommodation some complementary information was requested.

Similarly, in section d) information is obtained on the place where the service is rendered, the type of service rendered, the annual period of activity and the closing periods, the normal opening hours of the centre, as well as on the capacity and average occupancy during the year 2002 and on November 5th 2003. The questionnaire of the Survey is attached as Annexe II.

Information was collected by mail between the November 8th 2002 and March 5th 2003, although given the tardiness of the process, a telephone reminder and support mechanism was established since mid-January 2003, with the purpose of expediting the process and improving the collection rate.

The final collection rate has been of 88% of the initial directory, with 555 questionnaires having been processed, after removing directory deletions arisen as a result of diverse reasons, such as for example, centres that no longer attend to the homeless, definite closure of the centres, or centres included in other centres.

After performing the collection process, the following step was the filtering and updating of the initial directory, passing from 752 to 619 entries.

The SPSS program has been used to process and tabulate the information. The analysis of the results and the drafting of the Final Report of the Survey have been performed throughout the second fortnight of the months of March and April 2003.

II The network of centres

II.1 TERRITORIAL DISTRIBUTION

The network of centres¹ providing assistance for homeless people in Spain amounts to 619 centres, as registered by the INE. However, 555 centres collaborated in the survey. These centres are distributed territorially as indicated in the table below.

Autonomous Community	Centres	%
Andalucía	71	12.8
Aragón	33	5.9
Asturias (Principado de)	13	2.3
Balears (Illes)	15	2.7
Canarias	36	6.5
Cantabria	8	1.4
Castilla y León	50	9.0
Castilla - La Mancha	39	7.0
Cataluña	57	10.3
Comunidad Valenciana	50	9.0
Extremadura	17	3.1
Galicia	37	6.7
Madrid (Comunidad de)	41	7.4
Murcia (Región de)	21	3.8
Navarra (Comunidad Foral de)	14	2.5
País Vasco	34	6.1
Rioja (La)	11	2.0
Autonomous City of Ceuta	4	0.7
Autonomous City of Melilla	4	0.7
TOTAL	555	100.0

As can be appreciated, the autonomous communities with the most centres are Andalucía (12.8%), Cataluña (10.3%), Comunidad Valenciana (9%) and Castilla León (9%). On the other hand, Cantabria (1.4%), La Rioja (2%), Asturias (2.3%) and Navarra (2.5%) are the autonomous communities with the least number of centres.

However, with a view to obtaining more significant information on the territorial distribution of the centres, it seems advisable to refer the number of centres to the population of the country.

(¹) Under the terms specified when discussing the compilation of the directory. That is, including the centres that offer accommodation, catering and other services (educational, training, welfare) that allow for the establishment of personal contact with the user.

This shows that the ratio inhabitants / centre amounts to 76,968 on a national level. According to the attached table, an important variation of said ratio can be observed, which oscillates between 139,486 in the case of Madrid, as the largest value, and 26,126 in La Rioja, excepting the cases of Ceuta (18,733) and Melilla (17,116).

	Centres	Inhabitants per centre
Andalucía	71	107,139
Aragón	33	37,276
Asturias (Principado de)	13	82,722
Balears (Illes)	15	63,157
Canarias	36	52,635
Cantabria	8	68,711
Castilla y León	50	49,753
Castilla - La Mancha	39	46,558
Cataluña	57	117,617
Comunidad Valenciana	50	89,418
Extremadura	17	63,171
Galicia	37	74,354
Madrid (Comunidad de)	41	139,486
Murcia (Región de)	21	60,440
Navarra (Comunidad Foral de)	14	41,301
País Vasco	34	62,124
Rioja (La)	11	26,126
Autonomous City of Ceuta	4	18,733
Autonomous City of Melilla	4	17,116
TOTAL	555	76,968

The autonomous communities of Madrid, Cataluña, Andalucía, Comunidad Valenciana and Asturias present values above the national average, indicative of a lower supply of centres for homeless people within their territory. On the contrary, in the remaining autonomous communities the ratio is below the national average.

Another form of approaching the territorial distribution of the network is considering the size of the municipality in which the centres are located.

The majority of the centres (73%) are located in cities with over 50,000 inhabitants; in relative terms, the number of centres located in municipalities with between 100,001 and 500,000 inhabitants (41.1%) is particularly important.

The distribution of the centres seems to indicate that the population attended to is concentrated in large population nuclei, while in the medium-sized and small towns the number of users is lower. This offers a first distinctive characteristic of our welfare network.

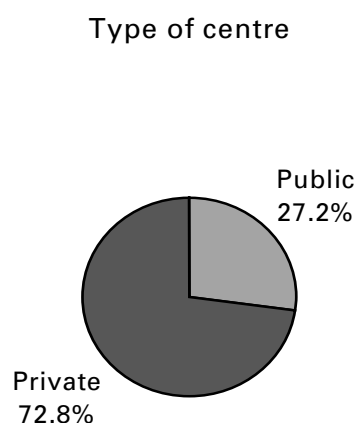
Size of the municipality	Centres	%
Less than 5000 inhabitants	18	3.2
Between 5,000 and 20,000	67	12.1
Between 20,001 and 50,000	65	11.7
Between 50,001 and 100,000	64	11.5
Between 100001 and 500,000	228	41.1
More than 500,000	113	20.4
Total	555	100.0

On analysing the distribution of the centres according to the size of the municipality and the autonomous community where they are located, and taking as a reference the distribution existing on a national level, we observe that in the autonomous communities of Aragón (57.5%), Castilla León (46.2%) and to a lesser extent La Rioja (27.3%), there is a predominance of centres located in municipalities with less than 20,000 inhabitants.

On the contrary, in Madrid (90.3%), Canarias (88.9%), País Vasco (88.2%), and to a lesser extent Cantabria (75.0%), Cataluña (72.0%), Comunidad Valenciana (72.0%) and Andalucía (71.9%) the centres are preferably located in municipalities with over 100,000 inhabitants (Chart 1).

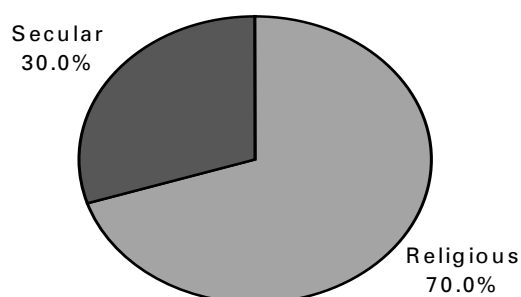
II.2 CENTRES ACCORDING TO TYPE OF CENTRE AND MANAGEMENT

In Spain the welfare network for homeless people is mainly private, 72.8% centres, compared with 27.2% public centres. This situation differs, however, with regards to the financing of the centres, as we will outline later.

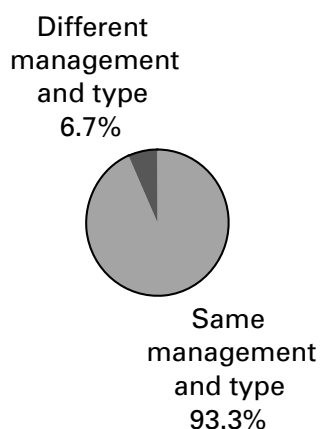


Amongst the private centres we must highlight that 70% are in the hands of religious institutions, which implies 51% of the total number of centres that have responded to the survey.

Private centres



There is an overwhelming number of centres managed by the proprietors of the centres (93.3%), leaving only a scarce 6.7% of centres in which management and type of centre do not coincide.



Within this group, there are more privately-administered public centres, 4.5% of the total number of centres, than publicly-administered private centres (0.5%). The remaining centres with different administration or type, share the public or private sphere in both aspects.

Considering type of centre and location, we can observe that there are no autonomous communities where the number of public centres exceeds the number of private centres.

On the other hand, and taking as a reference the national public/private distribution pattern, we must highlight that in the autonomous communities of Melilla

(50%), La Rioja (45.5%), and Castilla La Mancha (43.6%), the weight of public centres is clearly above the national average.

On the contrary, in Murcia (95.2%), Canarias (94.4%) and Extremadura (88.2%) the weight of the private sector is clearly relevant.

Autonomous Community	Type			
	Public		Private	
	Centres	%	Centres	%
Andalucía	20	28.2	51	71.8
Aragón	11	33.3	22	66.7
Asturias (Principado de)	3	23.1	10	76.9
Balears (Illes)	5	33.3	10	66.7
Canarias	2	5.6	34	94.4
Cantabria	3	37.5	5	62.5
Castilla y León	12	24.0	38	76.0
Castilla-La Mancha	17	43.6	22	56.4
Cataluña	19	33.3	38	66.7
Comunidad Valenciana	15	30.0	35	70.0
Extremadura	2	11.8	15	88.2
Galicia	12	32.4	25	67.6
Madrid (Comunidad de)	9	22.0	32	78.0
Murcia (Región de)	1	4.8	20	95.2
Navarra (Comunidad Foral de)	3	21.4	11	78.6
País Vasco	9	26.5	25	73.5
Rioja (La)	5	45.5	6	54.5
Autonomous City of Ceuta	1	25.0	3	75.0
Autonomous City of Melilla	2	50.0	2	50.0
TOTAL	151	27.2	404	72.8

Considering the size of the municipalities where the centres are located, we can observe that, even though in all cases the majority are private centres, the relative weight of the public centres is greater in municipalities with less than 50,000 inhabitants.

	Type			
	Public		Private	
	Centres	%	Centres	%
Less than 5000 inhabitants	7	38.9	11	61.1
Between 5001 and 20000	25	37.3	42	62.7
Between 20001 and 50000	22	33.8	43	66.2
Between 50001 and 100000	19	29.7	45	70.3
Between 100001 and 500000	58	25.4	170	74.6
Over 500000	20	17.7	93	82.3
TOTAL	151	27.2	404	72.8

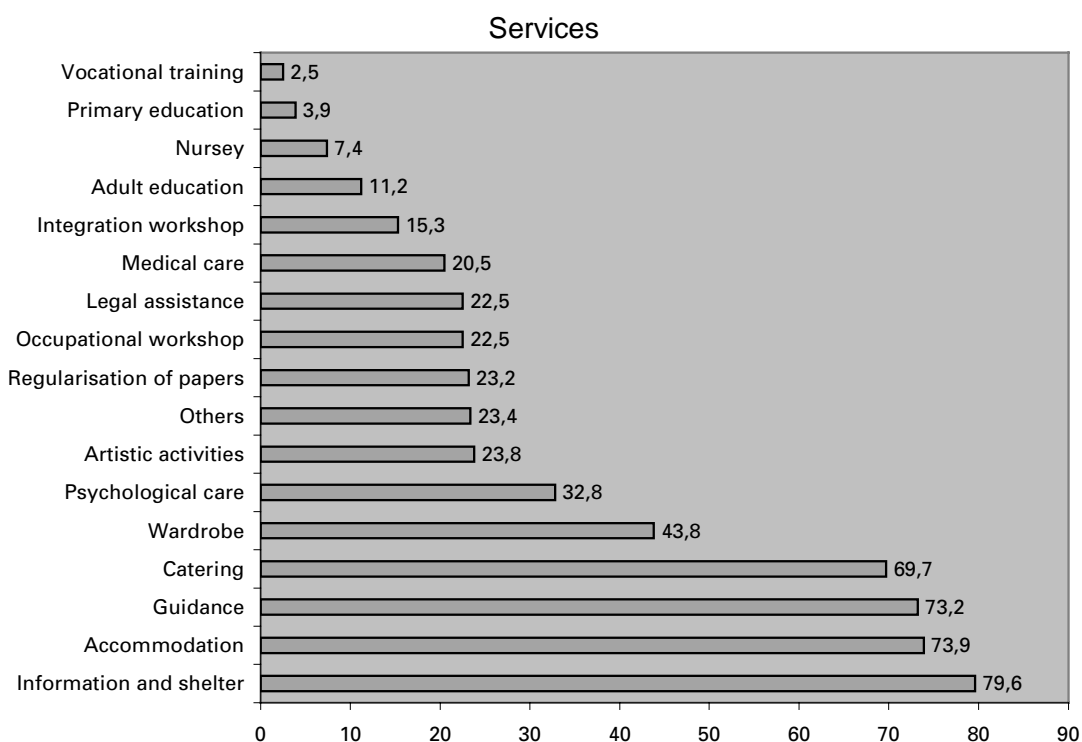
On the contrary, in municipalities with over 100,000 inhabitants, the relative weight of private centres is much greater, making up 83.2% of the centres in cities with over 500,000 inhabitants.

II.3 SERVICES OFFERED

The rendering of services is the manner in which the social action performed by the centres is materialised. We understand this term to have a broad meaning, covering much more than just material assistance, to consider all types of activities (educational, training, welfare, ...).

In accordance with the results obtained, the type of services most extensively offered by the centres are information and shelter (79.6%), and orientation (73.2%), which do not require an important amount of resources.

The following level includes services such as accommodation (73.9%) and catering (69.7%), and to a lesser extent, clothing (43.8%) destined to cover the basic needs of human beings.



This allows us to identify the welfare nature, i.e. care for survival, that characterises our network, motivated perhaps by the lack of resources and a determined vision of social welfare.

The remaining services are offered by a very small nucleus of centres. The most important are psychological attention (32.8%) and medical care (20.5%), in the psycho-sanitary sector, and also legal aid (22.5%) and the regularisation of documentation (23.2%), which gives notice of the growing weight of immigrants in our society and their harsh living conditions.

Other types of services, linked to the reintegration of these persons in the labour market, like occupational workshops (22.5%) or reintegration workshops (15.3%), have a modest presence in the centres, as a demonstration of the weak integration and reinsertion vision sustained in the field of social work.

Finally, we wish to highlight the very low number of centres (7.4%) offering child day-care services, which could be indicative of the individual nature that characterises attention in centres.

On analysing the services offered by centres from a territorial perspective, we observe differences among the autonomous communities that do not overthrow the general vision offered (Chart 2).

Thus, in the case of accommodation there are major differences between La Rioja (100% of the centres offer this service) or Ceuta (100%) on the one hand, and Canarias (63.9%), País Vasco (61.8%) and Madrid (61%) on the other.

As regards the rendering of catering services, the variations oscillate between Murcia (52.4% of the centres) and La Rioja (54.5%), and the situation registered in Cantabria (87.5%), Baleares (86.7%) and, in particular, Ceuta and Melilla, where all the centres offer this service.

As regards psychological attention there are very notable differences between Asturias (7.7%) and Aragón (18.2%), with a lower proportion of centres that offer said service, and on the other hand, Extremadura (52.9%), Melilla (50.0%) and Comunidad Valenciana (48.0%), where the higher values are registered.

Likewise, as regards medical care, significant differences are observed amongst the centres depending on their location. In País Vasco only 8.8% of the centres offer this service, while in Ceuta (50.0%), Melilla (50.0%) and Extremadura (41.2%) it is much more frequent.

With regards to social welfare services from the point of view of reintegration, e.g. reintegration workshops or occupational workshops, we can clearly observe the difference in centre profiles according to their location. Thus, in Galicia only 2.7% of centres offer occupational workshops and 5.4% of centres have reinsertion workshops, which seems to indicate that the centres have a more welfare-based profile, while in Murcia (52.4% and 42.9% respectively) or Castilla-La Mancha (30.8% and 25.6%) the majority of centres have a reintegration-based approach.

Considering the size of the municipality where the centres are located, we can also observe a difference between centres in cities with more than 100,000 inhabitants and those located in small nuclei (less than 20,000 inhabitants), as shown in chart 3.

In the more urban environments, we observe that, in relative terms, a lower number of centres offer accommodation services and clothing, while a greater percentage of centres offer services like reintegration workshops and psychological assistance.

This could indicate that centres located in larger cities are more aware of working on reintegration than centres located in small towns, which are more concerned about welfare.

On analysing the services offered by the centres according to the type of centre, we can observe some differences between the public and private centres (Chart 4).

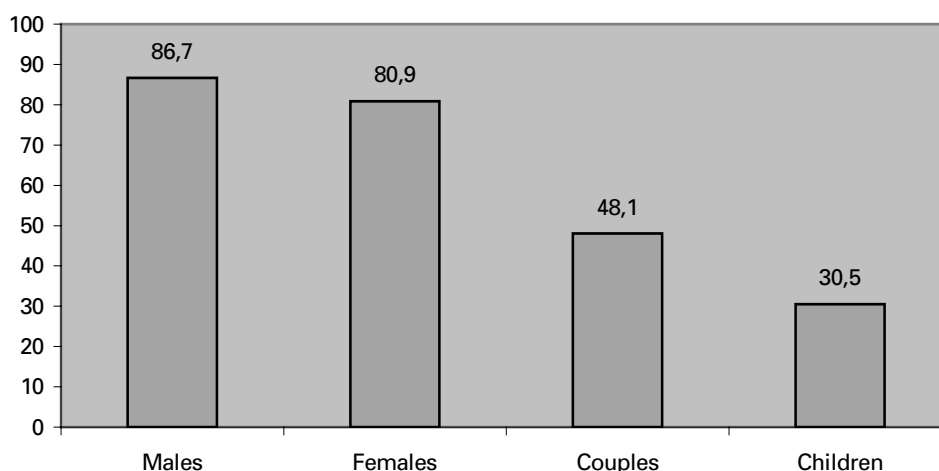
The number of private centres offering services which include occupational workshops and reintegration workshops is clearly greater.

Moreover, we can observe that psychological assistance and medical care are also more frequent in private centres. The same occurs with other services with an educational nature, like adult education and artistic activities, or a welfare nature, like clothing.

Finally, we can highlight that legal aid and assistance with the regularisation of documentation and administrative tasks are also more frequent in private centres.

II.4 ORIENTATION OF THE CENTRES

In accordance with the type of population attended to (and bearing in mind that the different population types are not exclusive categories), we can observe that the majority of centres attend to men (86.7%) and women (80.9%), while 48.1% of centres consider the possibility of attending to couples, and only 30.5% of the centres attend to children (minors without legal tutors are attended to by other types of centres).



This indicates that most centres focus on providing assistance to homeless individuals (male or female), with few centres considering both couples or adults accompanied by a child.

On analysing the profile of the centres from a territorial perspective, we can observe differences which, nevertheless, merely clarify the general conclusion (Chart 5).

Data confirms that most of the assistance offered in the centres of all the autonomous communities is directed at men and women. In the case of males, the situation varies between Asturias and Baleares where they are accepted by the totality of the centres and Cantabria, where only 50% of the centres accept males. With regards to women the differences are lower, given that the extreme values are 90.0% in the case of La Rioja and 69.7% in Aragón.

Assistance provided to couples in all communities is considerably lower, although significant differences appear in Asturias (69.2% of the centres) and Aragón (60.0%) on the one hand, and Cantabria (25%) or Navarra (28.6%) on the other.

In relation to child care, we can observe strong disparities, perhaps produced by an erroneous interpretation of the question in not considering the child accompanying the adult as a person who has been attended.

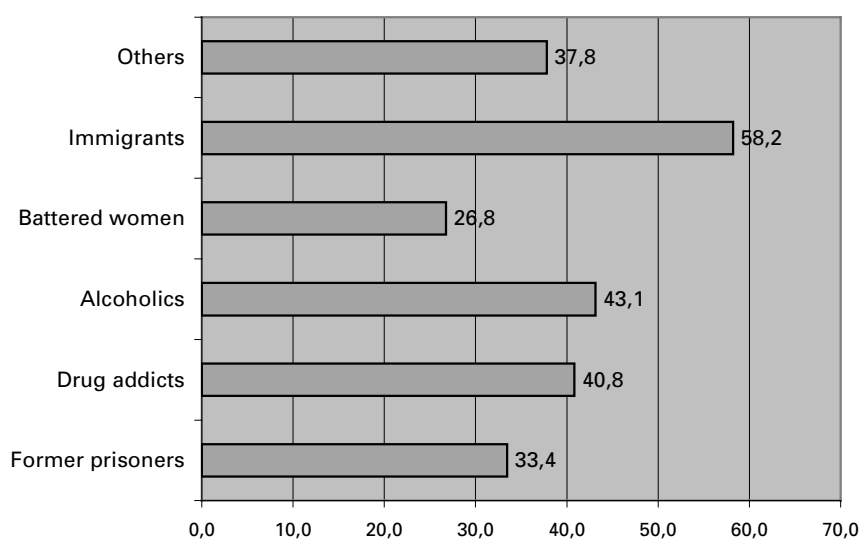
From the perspective of the size of the municipality where the centre is located, we can observe that the proportion of centres that admit couples is greater in smaller and medium sized towns, clearly decreasing in the large cities.

Likewise, in large cities we observe that the number of centres in relative terms that attend to men and women is lower in the smaller population nuclei (Chart 6).

On the other hand, we observe that attention to couples is higher in public centres (58.3%) than in private centres (44.3%). The same occurs with regards to attention to women (89.4% as against 77.7%) (Chart 7).

– Orientation towards specific types of population groups

53.9% of the centres that have responded to the survey state they primarily focus on a certain type of population group, which could reveal a certain degree of specialisation in the assistance offered.



Amongst the 299 centres that have declared that they have a main orientation, the groups mostly attended to are: immigrants (58.2% of centres), alcoholics (43.1%), drug addicts (40.8%), former prisoners (33.4%) and battered women (26.8%).

If we examine the primary orientation of the centres according to the autonomous community where they are located, we observe that in Castilla y León (57.9%), Asturias (57.1%), Aragón (46.2%), Baleares (45.5%) and País Vasco (45%) greater attention is offered to former prisoners (Chart 8)

With regards to drug addicts, the network of centres of Asturias (85.7% of the centres), Extremadura (66.7%) and País Vasco (65%) are more oriented to this population group.

The network of centres of Asturias (85.7 of the centres), País Vasco (70%), Aragón (69.2%) and Navarra (66.7%) are particularly oriented to people with alcohol problems.

In the aforementioned autonomous communities there is a predominance therefore of welfare networks oriented towards classical marginalisation (former prisoners, drug addicts, alcoholics) as the focal point of their attention.

In relation with battered women, greater attention is offered in Galicia (66.7% of the centres), Comunidad Valenciana (41.4%) and Cantabria (40%).

On the other hand, providing immigrants with assistance is the priority objective in the network of centres of Cantabria (100% of the centres), Ceuta (100%), Murcia (92.9%) and Castilla La Mancha (92.3%).

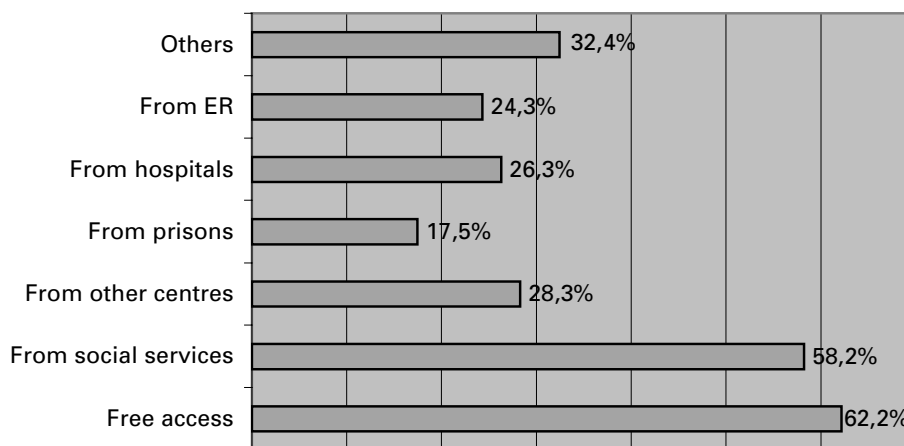
Upon examining whether the orientation of the centres towards certain population groups is influenced by the size of the municipality where the centre is located, we observe that there are no significant differences with respect to what is referred to as the traditional exclusion approach (former prisoners, drug addicts, alcoholics) (Chart 9).

However, in the case of battered women, there seems to be greater attention in the centres located in municipalities of between 50,001–100,000 inhabitants, possibly due to a greater detection of these types of problems in these municipalities.

In the case of immigration, we can observe a greater prevalence of this type of attention in small and medium sized towns/cities (between 20,000 and 100,000 inhabitants).

II.5 ACCESS TO THE CENTRES

Considering how users access the centres, we can point out that the majority of centres (62.2%) are free access centres, that is, that people do not need to go to any other institution to be attended to in same.



Referral by social services is the second most important form of access; there is a less significant number of former prisoners, with around 25% of centres attending to people stemming from the emergency services, hospitals or other centres. This shows that the assistance system is very open and that homeless individuals can access it easily.

If we analyse the forms of accessing centres according to the territorial location of same, we observe important disparities between the centres in different autonomous communities (Chart 10).

Thus, on observing the percentage of free access centres, large differences appear between the cases of Canarias (77.8%), Andalucía (76.1%) and Baleares (73.3%) where the largest values are obtained, while in La Rioja (27.3%), Comunidad Valenciana (46.0%) and Cataluña (49.1%) the lowest values are registered.

With regards to referrals from social services, a strong variability is also observed between the different autonomous communities. Thus, while in Baleares (86.7%), Cataluña (77.2%), and Navarra (71.4%) this form of accessing the centres

clearly reaches higher values, in La Rioja (36.4%) and Castilla y León (38%) in particular, it is a form of access with relatively lower importance.

With regards to accessing these centres "from other centres," it is more frequent in centres located in País Vasco (52.9%), Navarra (50%) and Extremadura (47.1%), while the lowest values are obtained in La Rioja (9.1%), Murcia (9.5%) and Cataluña (12.3%).

Persons coming from prisons acquire greater relative importance in the cases of Navarra (35.7%), Baleares (33.3%) and Extremadura (29.4%), and are less frequent in the cases of Castilla-La Mancha (5.1%), Canarias (8.3%) and La Rioja (9.1%).

Likewise, in the case of hospital referrals as a form of accessing these centres, the difference is significant between the cases of Extremadura (58.8%) and Baleares (53.3%) and Navarra (42.9%), on the one hand, and the values registered in La Rioja (9.1%), Murcia (9.5%) and Cantabria (12.5%), on the other.

These obvious disparities may be due to both the different admission policies implemented by the centres and to a greater or lesser degree of coordination in the attention rendered.

In this sense, we could say that high free access figures could be indicative of a greater presence of centres with minimal requirements.

Similarly, the existence of a high number of referrals from social services and, secondly, from other centres as well as from prisons, hospitals and emergency rooms, would indicate a greater degree of co-ordination in actions carried out by the network of centres (Cataluña, Baleares, Navarra, País Vasco, Comunidad Valenciana).

On the other hand, on analysing the forms of accessing the centres according to the size of the municipalities where they are located, we can observe that the smaller the municipality, the greater the free access, and the lower the relevance of access from social services and from other centres, as was to be expected.

Referrals from other centres as a form of access appears in centres located in cities with over 100,000 inhabitants.

Nevertheless, it is worth noting the difference observed with regards to free access: while in the municipalities with over 500,000 inhabitants, half (49.6%) of the centres are free access centres, this proportion is greater in the remaining municipalities, which could be due to the greater difficulty in accessing centres in large cities (Chart 11).

From the perspective of the type of centre, we can observe that there are no relevant differences with respect to the most frequent forms of accessing public and private centres (Chart 12).

However, we can highlight a greater incidence of referral from other centres as a form of accessing private centres, possibly due to a greater interrelation between these types of centres.

On the other hand, in public centres we observe that referral from social services, as well as from emergency centres, is more frequent than in private centres.

III Accommodation and catering services

Accommodation and catering have been studied in greater detail since these services are essential for homeless people, given that they provide the minimum requirements for a decent life, as is food and a place to sleep.

Apart from this, the centres that provide these services are to a large extent those that take care of homeless people. Hereunder is a list of the general characteristics of these services.

III.1 ACCOMMODATION SERVICES

Of the centres that collaborate in the survey, 73.8% (410 centres) offer accommodation. During the year 2002, of these 410 centres, nine did not offer vacancies due to various reasons, and on November 5th 2003 all of them offered at least one accommodation vacancy.

In the accommodation network studied, the average number of vacancies offered during 2002 has been 11,316 vacancies. On November 5th 2003, there were 12,139 vacancies, implying an increase of 7.3% with respect to the average figure for the previous year.

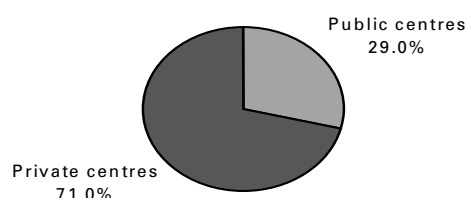
Vacancies available in November 2003 were distributed among 1,580 vacancies offered in shelter apartments, 486 in bed & breakfasts and 10,073 vacancies in hostels and group accommodation.

In relation with the occupancy level of the centres, the average number of vacancies occupied during 2002 was of 9,416 vacancies, which implies that 82.3% of the network was occupied. In November of 2003, 9,784 vacancies were occupied (3.9% more than the average for 2002), 80.3% of the network's capacity.

– Type and territorial location

With regard to the type of centre, we observe that 71.0% of the centres that offer accommodation are private. In relation with the number of vacancies offered, 58% of the total were in private centres, which implies that the average size of private centres is smaller.

Type of centre offering accommodation



With the object of studying the density of the network it is useful to consider the ratio number of inhabitants per vacancy. The ratio is a good indicator of the assistance provided, to the extent that the lower the value the better the level of assistance offered. Said ratio is of 3,519 inhabitants per vacancy on a national level.

The autonomous cities of Ceuta and Melilla, and the autonomous communities of La Rioja and Canarias have less population per vacancy. In the case of the two autonomous cities it is necessary to take into account the specific situation motivated by the intensity of the migration which explains the large number of vacancies available.

The autonomous communities that present higher values of inhabitants per vacancy are Cataluña, Andalucía, Castilla-La Mancha, Asturias, Galicia, Extremadura. Madrid, Navarra, Comunidad Valenciana, País Vasco and Cantabria are within the national average.

	No. of vacancies on 5-11-03	Inhabitants per vacancy
Andalucía	1,446	5,261
Aragón	470	2,617
Asturias (Principado de)	237	4,538
Balears (Illes)	330	2,871
Canarias	941	2,014
Cantabria	171	3,215
Castilla y León	692	3,595
Castilla-La Mancha	520	3,492
Cataluña	1,227	5,464
Comunidad Valenciana	1,225	3,650
Extremadura	264	4,068
Galicia	636	4,326
Madrid (Comunidad de)	1,456	3,928
Murcia (Región de)	519	2,446
Navarra (Comunidad Foral de)	149	3,881
País Vasco	613	3,446
Rioja (La)	188	1,529
Autonomous City of Ceuta	511	147
Autonomous City of Melilla	544	126
TOTAL	12,139	3,519

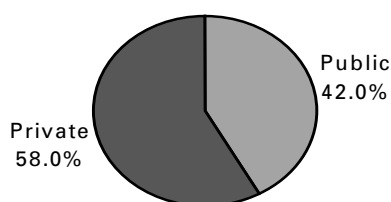
On studying the distribution of the accommodation vacancies offered on 5-11-2003 according to the size of the municipalities where the centres are located, we observe that the majority (83.8%) are offered in cities with more than 50,000 inhabitants and 68.2% of the total in cities with more than 100,000 inhabitants. The number of vacancies in municipalities with less than 20,000 inhabitants is of 8.4% of the total number of vacancies offered on a national level.

This shows that homelessness is mainly an urban phenomenon, centred in provincial capitals and large cities, and with less incidence in municipalities with less than 50,000 inhabitants.

Size of the municipality	No. of vacancies on 5-11-03	%
Less than 5000 inhabitants	311	2.6
between 5001 and 20000	704	5.8
between 20001 and 50000	949	7.8
between 50001 and 100000	1893	15.6
between 100001 and 500000	4868	40.1
over 500000	3414	28.1
TOTAL	12,139	100.0

From the point of view of the type of centre, we can observe that the private centres offer 7,043 vacancies (58.0 % of the total) while 5,096 are offered by the public centres (42.0%).

Vacancies offered 5-11-2003



After studying accommodation services from the perspective of the vacancies offered and the size of the centres, we will now focus our attention on studying the manner in which these centres offer their services.

– Periods of activity

From the perspective of the annual opening period of the centres, the majority are permanent and do not close seasonally or during the holiday period. Moreover, 8.3% of the centres close for a period equal to or less than 31 days, 1.7% of the centres for a period of between 1 and 2 months, and 4.1% for more than 2 months.

	Centres	%
Permanent	352	85.9
Closes 31 days or less	34	8.3
Closes between 32 and 60 days	7	1.7
Closes more than 60 days	17	4.1

This data allows us to affirm that the network essentially has a permanent nature.

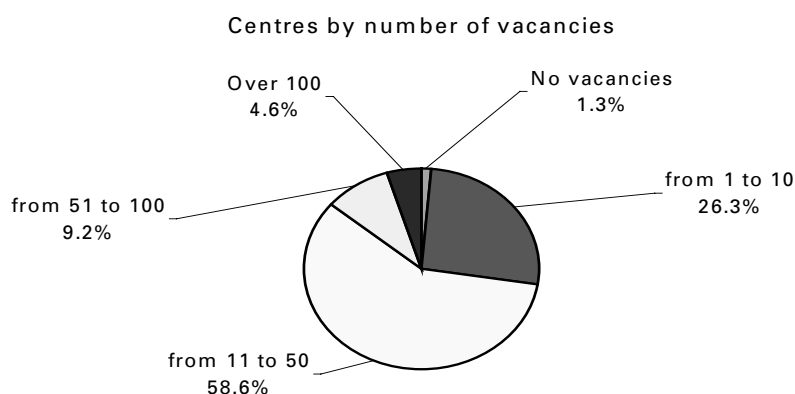
With respects to the opening hours, the network of centres offering accommodation for the homeless has, from Monday to Friday, 159 centres (38.8% of the centres that offer accommodation) that open twenty four hours a day to attend to people in this situation. We are mainly dealing with low requirement centres that usually offer accommodation in apartments.

36.1% of the centres are open between twelve and twenty-four hours, and 25.1% open less than twelve hours a day during said days. (Chart 13). The situation during weekends is practically the same, which shows that generally the accommodation network enjoys long opening hours.

– Group accommodation

Group accommodation centres, which amount to 74.1% of all the centres that offer accommodation, offered, in terms of a daily average, 10,070 vacancies during 2002 and 10,739 vacancies in November 2003. This implies 89% and 88.5% respectively of the total number of vacancies offered.

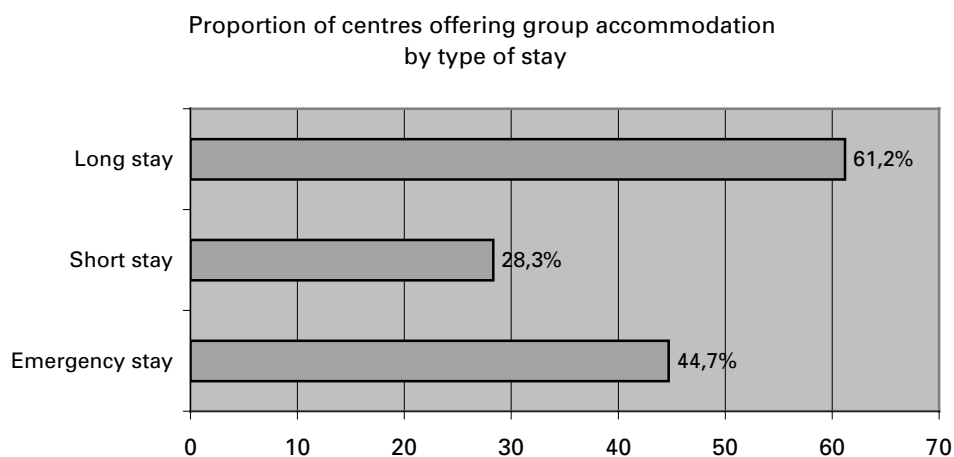
The centres are distributed according to the average number of vacancies offered in 2002 in the following manner:



As can be observed, the centres with less than 50 vacancies amount to over 80% of the total, while those with more than 100 vacancies do not reach 5%.

With regards to the type of centre, there is a clear predominance of private centres (67.8%).

Upon studying the duration of the stay, as can be observed in the graph, only 28.3% of these are short stays (between six days and one month), 44.7% involve emergency services (between one and five days) and 61.2% are long stays (more than one month).

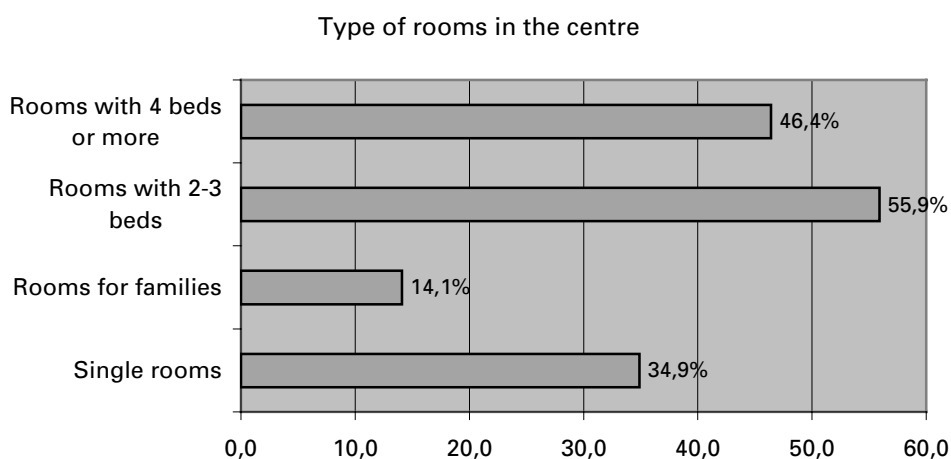


Most types of stays are long-term stays, which have a more integrating character than the other types. Private centres offer a greater proportion of long-term stays (Chart 14).

Emergency centres are more frequent in smaller towns, perhaps motivated because the homeless person is considered more of a non-resident and therefore somebody who needs to be aided in an emergency.

In large cities the weight of the emergency centres decreases with respect to the other strata. Short stays have a greater weight in the cities with over 100,000 inhabitants, where emergency stays are not considered sufficient for a person to be able to obtain accommodation on their own, or alternatively, enter a reintegration project (Chart 15)

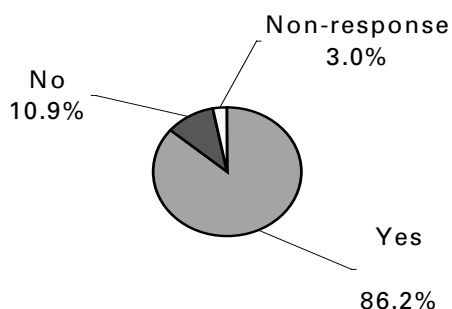
The large majority of centres offer rooms with two or three beds (55.9% of cases), individual accommodation is offered by 34.9% of centres, rooms with 4 or more beds is offered by 46.4% of centres, and only 14.1% of centres offer specific rooms for families. Therefore, we can see that the centres are preferably oriented to the collective attention of homeless people.



On the other hand, private centres are more inclined to offer single rooms, while in public centres there is a better offering of specific rooms for families. However, there are no differences worth mentioning with regards to the type of rooms according to the size of the centres (Charts 16 and 17).

With respects to free accommodation, we can observe that the immense majority of centres offer free accommodation (86.2%), which shows that the network is easily accessible.

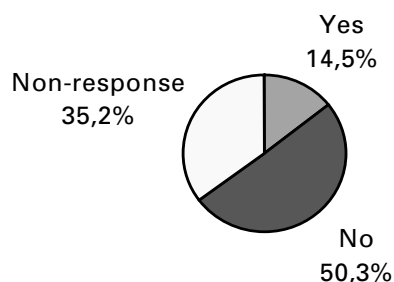
Centres offering free accommodation



In the public sector 93.8% of the centres are free of charge, while in the private sector this figure amounts to 82.7%. The difference, although minimal, shows a greater tendency of free accommodation in public centres (Chart 18).

At the same time, over half of the centres offering accommodation do not consider it necessary to require work or compensation for staying at the centre, while 14.5% do consider it necessary. This confirms the network is easily accessed.

Centres that require work or consideration of some kind

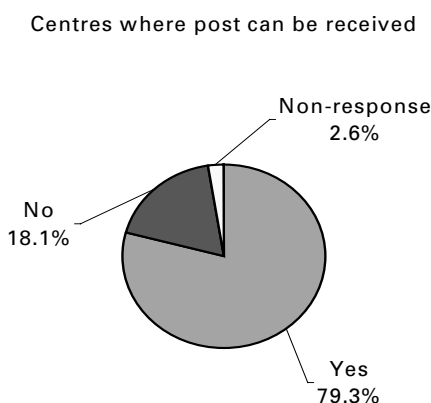


No significant differences are appreciated to this end according to the public or private nature of the centres (Chart 19).

There are no relevant differences according to the size of the centres (Chart 20).

Finally, we have only touched upon some aspects (possibility of receiving correspondence and use of a luggage room) related to the privacy of the individual while at the centre.

With regards to the possibility of receiving mail, 79.3% of the centres offer this service, while 18.1% do not.

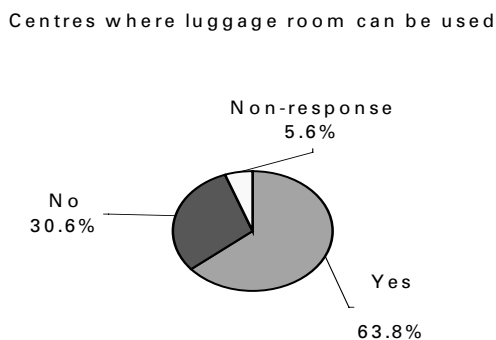


The proportion of private centres (84.6%) that offer the possibility of receiving mail is greater than that of public centres (67.7%) (Chart 21).

On the other hand, centres that do not permit receiving correspondence are usually the small centres (1 to 10 vacancies) (Chart 22).

The use of a luggage room decreases with respect to the possibility of receiving correspondence. Almost two thirds of the centres allow the use of the luggage room. The use of the luggage room in the centre implies having a personal reference as an expression of the existence of a minimum level of privacy for the user.

It is observed that the existence of the luggage room service is lower in public centres (58.3%) than in private centres (66.3%). Even so, the tendency of providing integration tools, like the use of a luggage room, is prevalent in both scopes, both in the public as well as in the private sector (Chart 23).



III.2 CATERING SERVICES

Amongst the centres that have collaborated in the survey, there are 387 that offer catering services and, in turn, 298 of these also offer accommodation. Of these 298, 84.2% of centres provide catering services to a minimum of ninety per cent of the persons staying in same. This elevated proportion indicates that accommodation and catering services are significantly interrelated.

The average number of services offered daily in 2002 amounted to 37,657, and the services offered on November 5th 2003 amounted to 39,086, which implies a 3.8% increase with respect to the daily average for the previous year.

With the purpose of studying the density of the network, we have calculated the ratio number of inhabitants per centre. The number of inhabitants per centre amounted to 111,533 for the year 2002, while it increased to 113,609 on November 5th 2003. This increase in the number of inhabitants per centre is due to the closure of some dining-room services from one year to the other.

As regards the type of centre, 25.8% of the centres that offered catering in 2002 were public, while private centres amounted to 74.2%.

With regards to the number of services rendered, public centres provided 35.6% of the services in 2002, while the private centres offered 64.4%.

Nevertheless, we can observe that the proportion *daily number of services per centre* is greater in public centres than in the private centres, due to the fact that public centres are larger (Chart 24).

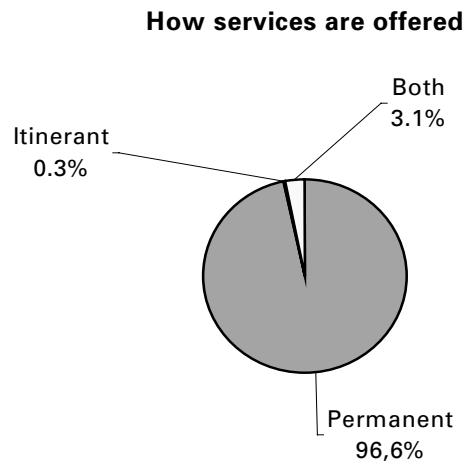
By autonomous communities, considerable differences can be observed between Ceuta and Melilla (due to their singular characteristics), Madrid, Murcia and Andalucía which are situated above the national average, and on the other hand, Aragón, Castilla y León, Navarra and Castilla-La Mancha which are situated well below the national average (Chart 25)

From the perspective of the size of the municipality, we can observe that the average number of services offered daily by the centre is much lower in the centres located in municipalities with less than 50,000 inhabitants, while in those located in large municipalities this ratio is four times greater (Chart 26).

– Forms of the service

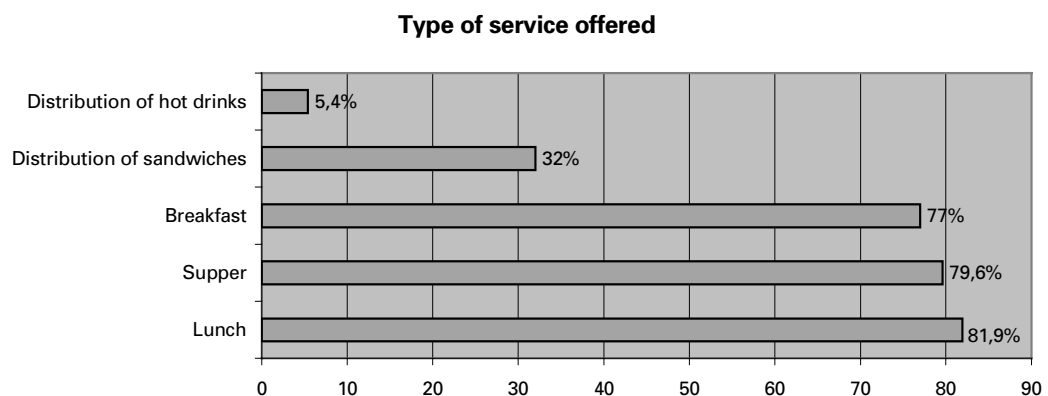
With respects to the form of offering the service, catering in a permanent location is the norm, given 96.6% of the centres offer it in this manner. 0.3% provide itinerant catering, and 3.1% of the centres offer it in both forms. So we can deduce that, in nearly all cases, the users must go to the centre that offers the service.

Since most centres offer the service in a permanent location, it is not considered necessary to study the different forms of offering the service according to other centre parameters (type of centre, location).



– Types of meals

Analysing the type of service offered shows that most centres offer three meals. Lunch (81.9% of the centres) is the most relevant type of service, followed by dinner (79.6%) and breakfast (77.0%).



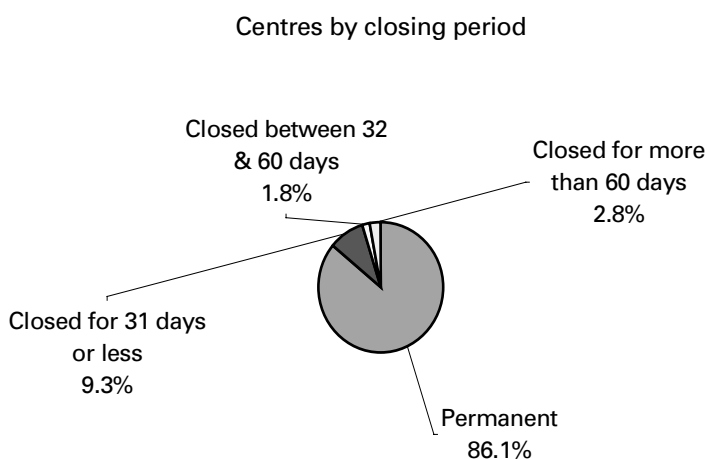
The distribution of food like sandwiches or bags with prepared food is less frequent and, in particular, the distribution of hot beverages is offered by a minority of centres.

Moreover, if we consider the location of the centre (according to the size of the municipality or autonomous community) or the type of centre, we cannot observe significant differences in the different types of meals offered.

However, we can observe that less conventional types of meals (like the distribution of sandwiches or hot beverages) are mainly offered by the larger centres, that is, those centres that offer more than one hundred services a day (Chart 27)

– Periods of activity

As regards the period of activity, most centres (86.1%) offer continuous services throughout the whole of the year; centres that close for any period of time are a minority (13.9%). Therefore, the activity of the centres is mainly permanent, and allows the user to easily access to the network.



If we take into account the size of the municipality where the centre is located, the proportion of permanent centres in municipalities with over 50,000 inhabitants is greater, while centres with some kind of closing period are more frequent in small municipalities, in particular in the centres located in municipalities of between 20,000 and 50,000 inhabitants (Chart 28).

– Opening hours

Considering the centres opening hours, some have adapted to conventional opening hours that would allow for the realisation of some sort of work on behalf of the users and, consequently, greater social integration.

The survey considers "adapted" centres as those centres that remain open, for at least half an hour, within the following time intervals 7:30 to 10:00 for breakfast, 13:00 to 15:30 for lunch, and 19:30 to 22:30 for dinner. Over 72% of the centres are adapted to the dinner time slot, and over 76% to the lunch time slot, while much less are adapted to the breakfast time slot.

	Breakfast 7.30 – 10.00		Lunch 13.00 – 15.00		Supper 19.30 – 22.30	
	Centres	%	Centres	%	Centres	%
	Adapted	258	66.7	296	76.5	279
Not adapted	129	33.3	91	23.5	108	27.9

The fact that the proportion of centres adapted to conventional time slots registers relatively high values seems to indicate that the users of the centres may carry out activities during normal hours.

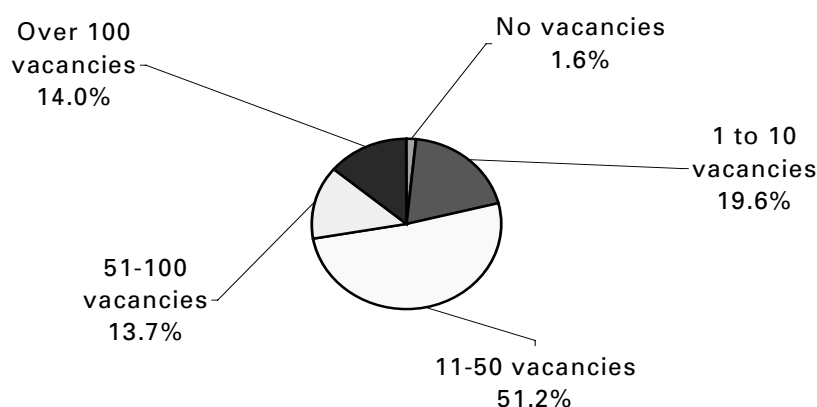
If we take into account the size of the municipality where the centre is located (Chart 29), we can observe that for the strata of less than 20,000 inhabitants, the lunch and dinner time slots are more adapted than in the rest of the strata. In centres located in cities with between 50,000 to 100,000 inhabitants, we can also observe an adaptation to the conventional time slots that is above the national average.

It is worth mentioning that in cities with over 100,000 inhabitants the proportion of centres adapted to the lunch and dinner time slots is lower, which hinders the reintegration possibilities of the users of the centres.

– Centres according to vacancies and services offered

Once the form, type, activity period and opening hours has been discussed, we will now study the centres according to their capacity, in terms of the catering vacancies that they offer.

Centres by capacity (average number of vacancies in 2002)



In 2002 there were six centres who rendered no service whatsoever, while half the centres offered between 11 and 50 vacancies, and a little over one quarter of the total offered more than 50 vacancies.

On the other hand, considering the capacity of the centres according to the type of centre, there are no major differences with regards to the proportion of public/private centres among the different sizes considered. There is a greater incidence of private centres amongst smaller centres (between one and ten vacancies) (Chart 30).

During 2002, as we can observe in the graph, 236 centres offered the three traditional meals, and of the rest, 70 offered two meals and 77 offered only one type of meal, distributed in the manner detailed in the graph. It is worth highlighting that more than two thirds of the centres that offered only one type of meal served lunch. In those centres that offered two types of meals, more than half opted for the combination breakfast and dinner, which, eventually, could be linked to accommodation.

In November 2003, centres continue using the same format for catering services as in 2002.

With regards to the type of services rendered, we observe that lunch is the service that is offered the most by the centres, followed by dinner and to a lesser extent, breakfast.

The average number of services offered daily per centre has increased from 98.3 in 2002 to 104.0 on November 5th 2003, which implies almost six more services per centre.

If we analyse the evolution by the type of service, we observe that it goes from 33.4 breakfasts in 2002 to 34.3 served on November 5th 2003. In relation to lunches, the increase has been from 51.6 in 2002 to 55.7 in November 2003, experiencing the greatest growth. Lastly, dinners have increased from 36.3 dinners offered in 2002 to 38.1 as at the reference date of 2003 (Chart 31).

On the other hand, when analysing whether the public or private nature of the centre influences the type of service offered, we see that private initiatives offer two thirds of the meal services, reducing its relative weight in dinners and breakfasts.

Moreover, in public centres the number of breakfasts, lunches and dinners provided is much more even than in private centres, where the number of lunches is notably superior to that of breakfasts and dinners. This may be due to the assistance provided at lunchtime to other disadvantaged groups (Chart 32).

IV Resources

IV.1 HUMAN RESOURCES

The total number of persons working in the centres on December 20th 2002 is of 12,757. Of these, 4,313 (33.8% of the total) are full time workers and 8,444 (66.2%) are part time workers.

	Employees	Volunteers	Other types of personnel	Full time	Part time	Total
Number of people	3,686	8,253	818	4,313	8,444	12,757
%	28.9	64.7	6.4	33.8	66.2	100.0
Number persons per centre	6.6	14.9	1.5	7.8	15.2	23.0

Considering the work situation, there are 3,686 employees (28.9% of the total), 8,253 volunteers (64.7%) and 818 workers in a different situation (religious, students in training, ...).

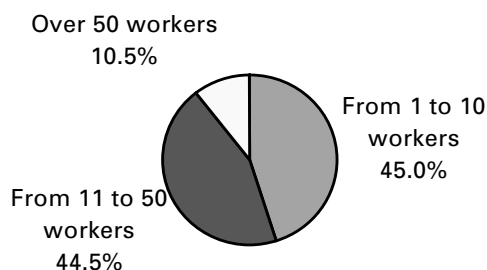
Analysing the work situations and the personnel commitment, we can clearly observe that over half the human resources in the centres is made up by part time volunteers (56,2%) and, secondly, by full time employees (22.9%).

	Employees		Volunteers		Others		Total	
	Number	%	Number	%	Number	%	Number	%
Full time	2,923	22.9	1,087	8.5	303	2.4	4,313	33.8
Part time	763	6.0	7,166	56.2	515	4.0	8,444	66,2
Total	3,686	28.9	8,253	64.7	818	6.4	12,757	100.0

A first distinctive characteristic of the human resources of the welfare network is, therefore, the predominance of part time and volunteer personnel as the basic resource for guaranteeing its operation.

The centres employ, as a national average, 23 people per centre, but with an important variability amongst them (typical variation=40), in such a manner that there are large centres and also other centres with minimal resources with which to perform their functions.

As regards the employed personnel, 250 centres have between 1 and 10 workers, 247 have between 11 and 50, and only 58 centres have more than 50 workers.



Therefore, the welfare network is characterised by the existence of a large number of small centres, which amount to almost half of the totality of the network.

If we analyse the distribution of personnel according to the autonomous community where the centres are located, we can observe that Andalucía (14.2%), Madrid (13.7%), Cataluña (9.4%), Aragón (8.9%), Comunidad Valenciana (8.2%) and Castilla y León provide the majority of the network's personnel (more than 60%).

The cases of Aragón and Castilla y León, which may initially come as a surprise, may be due to both the existence of large urban centres (Zaragoza) as well as to a greater extension of the network in the case of Castilla y León (Chart 33).

If we concentrate on the average number of employed personnel per centre (23), we observe that this value registers an important variability depending on the autonomous community where the centre is located. Thus, the largest values are attained in Madrid (42.6), Aragón (34.2), Murcia (32.8) and Melilla (31.8), while the lowest figures appear in La Rioja (11.3), Galicia (11.3), Navarra (13.2) and Castilla-La Mancha (13.5).

If, in particular, we concentrate on the distribution of personnel by autonomous community and type of work scheme, there are also notable differences between the centres from different communities.

If we take into account that, as we have seen, a general characteristic of the network is the use, by and large, of part time personnel (approximately two thirds of the total), it is worth highlighting that the lower figures are observed in Melilla (5.2% of part time personnel) and Ceuta (5.5%), as well as Baleares (33.6%), Galicia (44.8%) or Canarias (48.7%), and, to a lesser extent, Madrid (56.6%).

On the contrary, Aragón (88%), Cantabria (81.7%) and Murcia (79.4%) obtain the largest values.

On studying the distribution of personnel by autonomous community and their type of personal relationship, there are also large differences between the centres depending on their location (Chart 34).

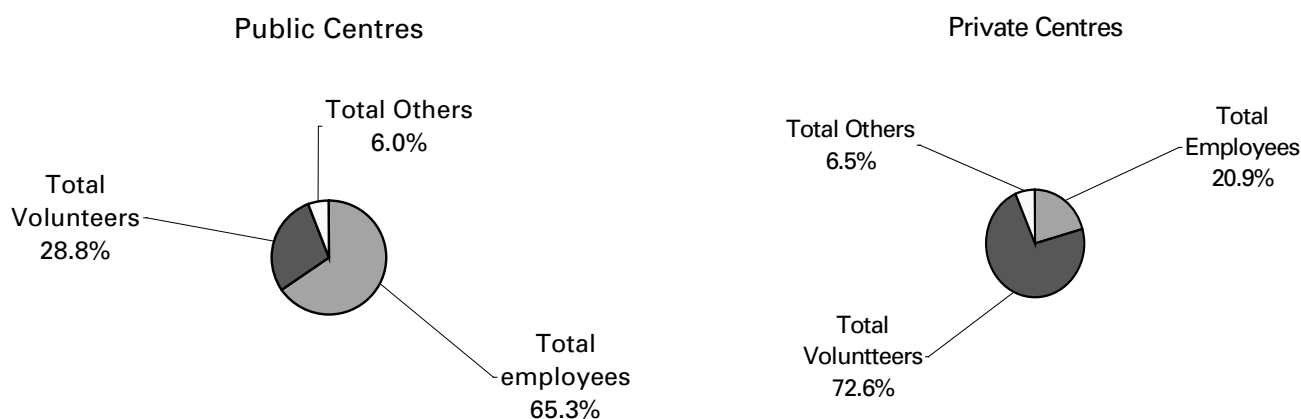
Thus, we observe employee figures which are much higher than the national average in Melilla (89.6%) and Ceuta (84.3%). Moreover, we can highlight the cases of Baleares (75.4%) and, to a lesser extent, La Rioja (52.4%), Canarias (50.8%) and Galicia (44.1%), which could be indicative of a greater level of professionalization in the care given.

From the perspective of the size of the municipality where the centres are located, we appreciate slight differences in personnel according to the type of work scheme (Chart 35).

In particular, the centres located in cities with between 50,000 and 100,000 inhabitants present the largest proportions of full time personnel.

On the other hand, we also note a greater proportion of employees in the centres located in said types of cities (39.5% are employees), and, to a lesser extent, in the centres located in cities of between 100,000 and 500,000 inhabitants (33.2%) (Chart 36)

However, notable differences are observed when considering the type of centre. In public centres, most of the personnel are employees (65.3%) while volunteers amount to a more modest (28.7%). In private centres the tendency is inverted, volunteers account for the majority of the personnel (72.6%), while employees make up a small part (20.9%).



Similarly, this also occurs if we take into account the type of work scheme. In public centres, most of the personnel are full time staff (63.0%). On the contrary, in private centres part time staff clearly makes up the majority (72.6%), which indicates the duality of the network.

On the one hand, there is a network of private centres with more personnel (25.9 people per centre) but with much less professional management (more volunteers and on a part time basis), and on the other, a small public network, frequently acting in a subsidiary manner to the private network, on average much smaller (15.2 occupied personnel per centre) and with a much more professionalised management (more full time employees).



With the purpose of analysing personnel from a functional point of view, we have considered five categories (management personnel, technical social services personnel, qualified health personnel, auxiliary personnel with social-educational functions and auxiliary personnel with administrative and service functions) which we consider conform appropriately to the manner in which the centres operate.

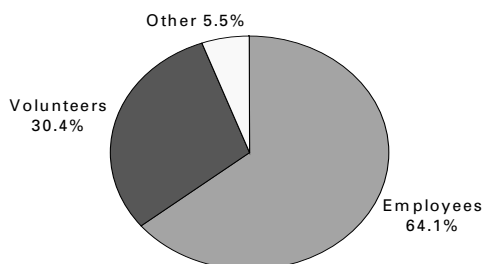
The following chart reflects the personnel in the network of centres considering their tasks and the type of relationship with the centres.

	Employee	Volunteer	Other	Total
Management personnel	246	354	101	701
Technical personnel	1,263	599	109	1971
Health personnel	134	205	22	361
Auxiliary personnel with	481	2,852	117	3,450
Auxiliary administrative	1,562	4,243	469	6,274
TOTAL	3,686	8,253	818	12,757

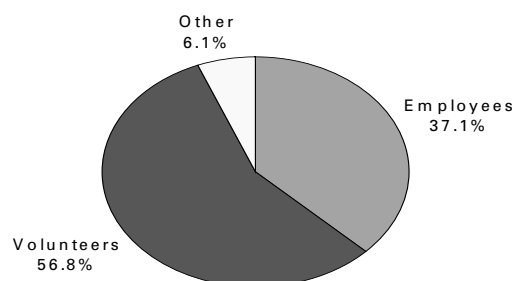
It is worth highlighting the important weight of auxiliary personnel over the totality of the network's human resources, and in particular auxiliary administrative and service personnel (49.2% of the total). However, considering management personnel and technical personnel jointly, they do not even add up to a quarter of the whole network's resources.

As aforementioned, the general distribution of personnel according to the work situation was of 28.9% employees, 64.7% volunteers and 6.4% other types of personnel. However, when we analyse the structure in the case of management personnel, we observe that the weight of employees increases, reaching a level of 35.1%, and other types of personnel doubles its weight, reaching a level of 14.4%. This allows us to affirm that on the management level there is greater professionalization than on a general level.

Technical personnel



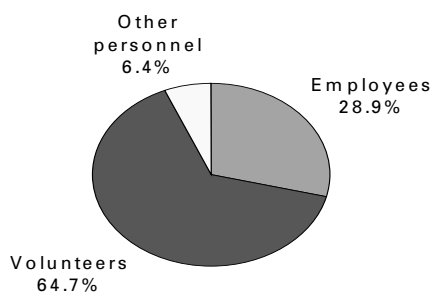
Health personnel



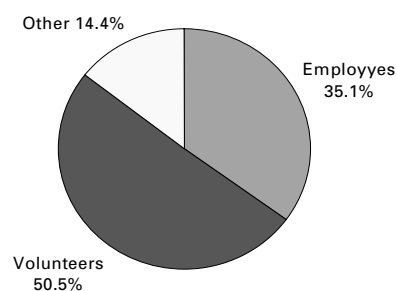
In the case of technical personnel, employees more than double their weight (64.1% of the total) with respect to the general context, while volunteer personnel reduce their weight (30.4%) to almost half of that registered within the general scope. This shows that there is also a greater professionalization among the technical staff.

For health personnel the comparison is also favourable, although the differences are not so notable.

Personnel by work situation

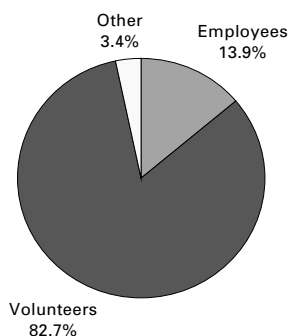


Management personnel

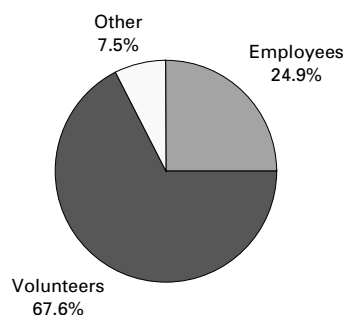


In relation with auxiliary personnel, both with social-educational functions and administrative and service functions, the weight of volunteers is greater in these categories than within a general scope, as evidence that the contribution of volunteers is concentrated mainly in these categories. This increase in the number of volunteers logically results in a reduction of employees. This evolution takes place in a more intense manner regarding auxiliary personnel with social-educational functions than regarding auxiliary service personnel.

Auxiliary socio-educational personnel

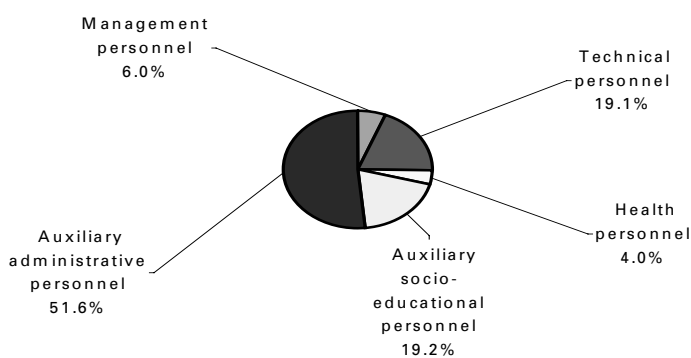


Auxiliary administrative and services personnel

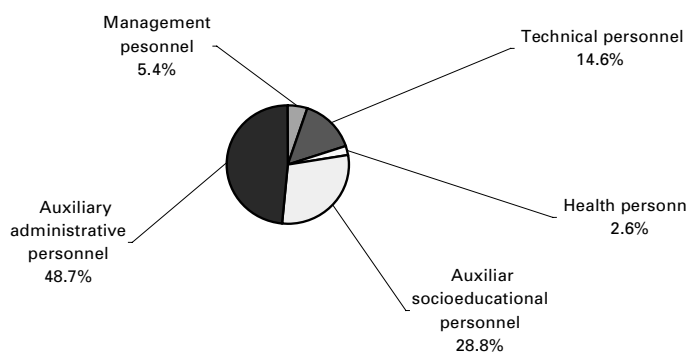


When comparing the structural function of the centres according to the type of centre, we observe that the public centres are somewhat better equipped with technical personnel and health personnel, which implies greater funding.

Public centres



Private centres



From the point of view of the territorial location of the centres, we can observe some differences between the relative weight of the different staff categories in the different autonomous communities (Chart 37).

La Rioja, Canarias and Baleares show greater numbers of technical personnel, whilst the centres in Aragón and Cantabria have the lowest values.

With regards to health personnel, there are also notable differences, probably motivated by the implementation of different policies to this end. Thus, in Andalucía, Extremadura, and Comunidad Valenciana there is a greater proportion of health personnel in the centres, while in País Vasco, Asturias and Baleares the values are lower.

In Murcia, País Vasco and Navarra there are very high values of auxiliary personnel with social-educational functions.

Finally, in Asturias, Aragón and Cantabria greater proportions of auxiliary and service personnel are attained.

With respect to the size of the municipality where the centres are located (Chart 38), the structure of the personnel from a functional point of view shows that centres located in cities with between 100,000 and 500,000 inhabitants are the best equipped with technical and health personnel, probably due to the inclusion in this strata of centres in provincial capitals and the most important cities which have a greater presence of public administrations and the most active associations in the sector.

IV.2 FINANCIAL RESOURCES

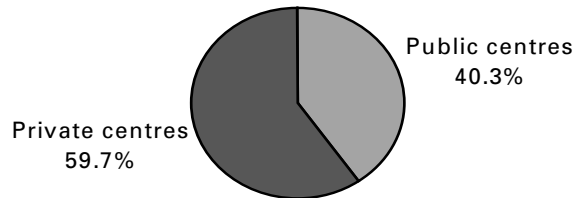
In accordance with the information provided by the centres that have collaborated in the survey, the volume of annual expenditure in 2002 amounted to 118.44 million euros, which implies an average expenditure of 213,416 euros per centre.

Considering expenditure per centre, almost half the centres of the network (48.8% of the total) have expenditure under 100,000 euros, that is, centres with limited resources that mainly provide first aid care. 40.9% of the centres had expenditures of between 100,000 and 500,000 euros. The largest centres with more diversified services and a budget over half a million euros only amount to 10.3% of the total.

	Centres	%
Less than or equal to 100,000€	271	48.8
Between 100,001 and 500,000€	227	40.9
Between 500,001 and 1,000,000€	41	7.4
Over 1,000,000€	16	2.9
Total	555	100.0

Considering the type of centre, notable differences are observed between the financial resources available for the public and private centres. Total expenditures of the public centres amount to 47.75 million euros, which implies 40.3% of total expenditures. On the other hand, the expenditure of private centres amounts to 70.69 millions euros, which implies 59.75% of total expenditure

Expenditure by type of centre



However, expenditure per centre is almost doubled in public centres (316,234) when compared to private centres (174,986). These estimates are fully coherent with the greater relative weight of employed full time personnel that characterises public centres.

	Centres	Euros	%	Euros/Centre
Public	151	47,751,265	40.3%	316,234€
Private	404	70,694,454	59.7%	174,986€
Total	555	118,445,718	100 %	213,416€

Analysing expenditure per centre according to the size of the municipality where they are located shows expenditure per centre in cities with less than 50,000 inhabitants is clearly inferior to that observed with respect to larger cities, and that the highest expenditure per centre is registered in large cities (305,870).

Size of the municipality	Centres	Euros	Euros/Centre
Less than 50,000 inhabitants	150	15,019,098€	100,127€
between 50,001 and 100,000	64	16,487,208€	257,613€
between 100,001 and 500,000	228	52,376,114€	229,720€
over 500,000	113	34,563,299€	305,870€
Total	555	118,445,718€	213,416€

This could confirm that the centres located in small cities/towns are more oriented to satisfying the most basic needs and that in cities with over 50,000 inhabitants the centres more frequently offer services more related to social reintegration (training, education), which are more costly to maintain.

From the perspective of the territorial location of the centres, notable differences can be observed in the expenditure per centre according to the autonomous community where the centre is located, until reaching the proportion of four to one in the most extreme cases.

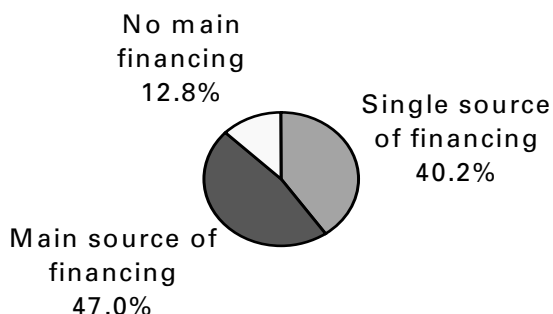
Faced with such a notable difference and taking into account the small number of centres located in some autonomous communities, we have preferred not to make these results public because we understand that they are not sufficiently consistent.

How are the centres financed?

In accordance with the possible sources of finance*, it is observed that 40.2% of the centres have one sole source of financing, 47.0% have one main source of financing (that is, which contributes more than half of total funds) and 12.8% have non-predominant financing, that is, stemming from different sources, without majority contributions from any of them.

This means almost 90% of the centres have a source of financing which may have a bearing on the management and orientation of the centres.

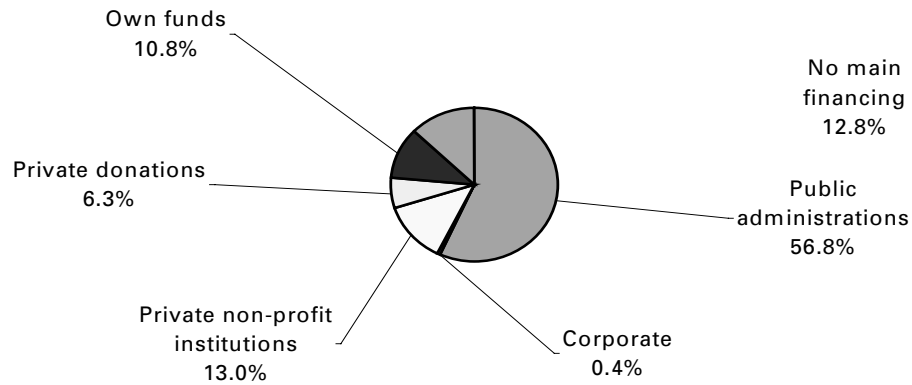
Centres by source of financing



On the other hand, analysing the different types of predominant financing (Chart 39) shows that 56.8% of the centres have the public administration as their sole or main source of financing, 13.0% of the centres have private non profit institutions as their sole or main source of financing, 10.8% of centres are financed solely or mainly through their own funds, 6.3% through private donations and 0.4% by companies.

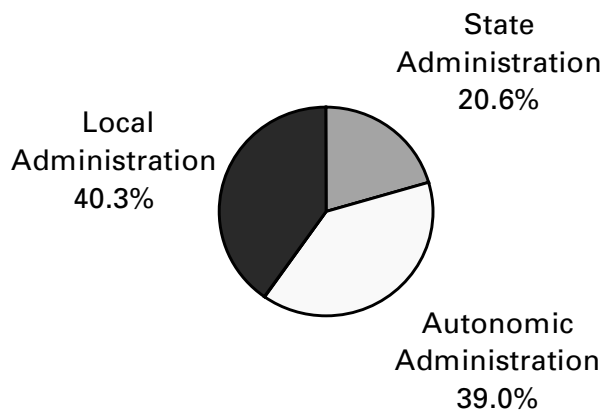
(*) The questionnaire of the survey considered as possible sources of finance the public administrations (state, autonomous and local), companies, private non-profit institutions (associations, foundations, the Catholic church, other religious entities), private donations and their own funds.

Centres by main source of financing

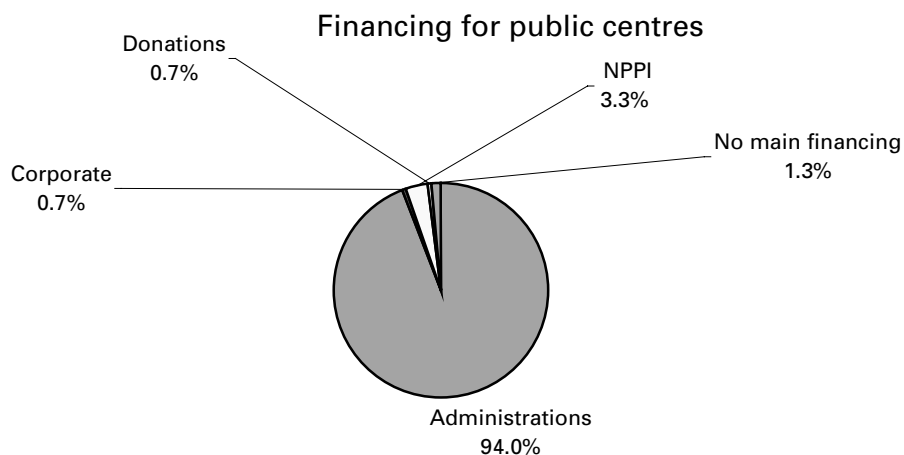


This shows that irrespective of the type of centre, the public administrations seem to play an important role as a source of financing, with the possibility of having an influence on some aspects such as admission policy or orientation of the centres.

Among the centres that have public administrations as their predominant source of financing (sole or main source), we can observe that local and autonomous administrations have greater weight, probably due to both competence and a greater proximity of these administrations

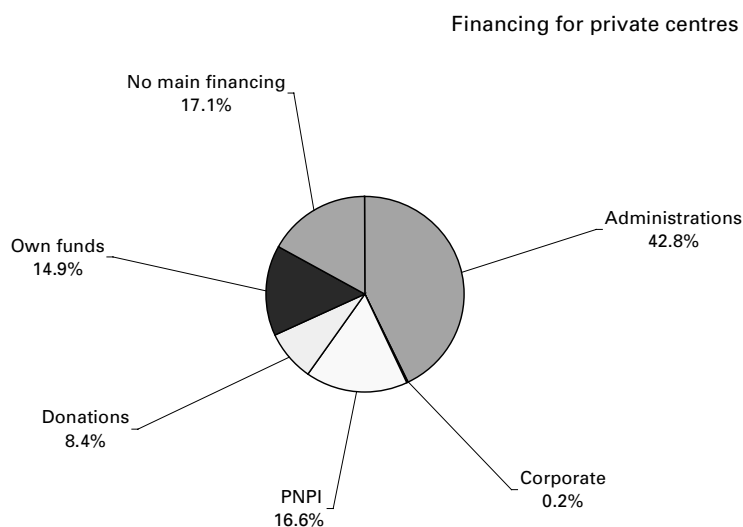


Considering the type of centre, we can observe that 94% of private centres are predominantly financed (total or main source) by public administrations, 3.3% are predominantly financed by a private non profit institutions, 0.7% are financed through private donations, while 1.3% of centres have no predominant source of financing.



In relation to private centres, 42.8% have the public administrations as their predominant source of financing, private non profit institutions amount to 16.6%, 14.9% are predominantly financed with their own funds, 8.4% of centres through donations and 0.2% have a company as their main source of financing. The remaining centres do not have a predominant source of financing (17.1%).

It is important to note the elevated proportion of private centres (more than 40%) which, according to the information provided by the centres themselves, have the public administrations as their main source of financing, which would indicate that irrespective of the type of centre, the public sector plays a fundamental role in the financial aspect.



From the perspective of the territorial location of the centres (Chart 40), it is observed that in Melilla, Castilla La Mancha, Canarias, Baleares, La Rioja and Co-

unidad Valenciana the proportion of centres financed predominantly (totally or mainly) by the public administrations clearly exceeds the national average.

In Navarra, Aragón and Cantabria the proportion of centres financed predominantly by private non profit institutions is greater.

The centres predominantly financed through donations are more frequent in Madrid, Andalucía and Galicia.

Lastly, in Navarra, Ceuta and Castilla y León financing with their own funds seems to have greater importance than in other autonomous communities.

If we analyse the predominant source of financing according to the volume of expenditure of the centres (Chart 41) it can be observed that the public administrations are the predominant sources of financing (sole or main source) for all the centres, irrespective of the volume of expenditures of the centres.

In the smaller centres (with an expenditure volume equal to or below 100,000 euros) it is more frequent for the predominant source of financing to be a private non profit institution.

Amongst the larger centres (with more than 1 million euros of expenditure) the proportion of centres who have their own funds as the predominant source of financing is greater.

Finally, it is important to note that there is no significant difference in the proportion of centres without a main source of financing amongst the centres with a lower volume of expenditure. Amongst the larger centres, the existence of a predominant source of financing is more common (93.7% of the centres).

V Users of the centres

V.1 NUMBER OF NETWORK USERS

1. Users of centres offering accommodation.

We have already discussed the major difficulty of estimating the number of homeless people, which initially depends on the definition adopted. In accordance with our approach, the survey offers a reliable estimate of the users of the welfare network that offers accommodation, which constitutes the minimum number of homeless people. Nevertheless, it would be necessary to add those people that have had no contact with the centres (people who sleep in places not designed to be lived in, squatters, people living in shacks ...).

Of the 555 centres that have responded, there are 410 centres that render accommodation services. This implies 73.9% of the total. Of these, 298 centres offer accommodation and catering services, that is, 53.7% of the total.

As inferred from the survey, the average number of vacancies offered daily during the year 2002 by said centres amounted to 11,316 and 12,139 on November

5th 2003, thus implying an increase of 7.3% with regards to the average value for 2002.

The average number of vacancies offered daily per centre during the year 2002 would be 27.6 and the same statistic referred to the 5th of November 2003, increases to 29.6.

If we consider that the network detected (as a result of the collection of the survey data and the subsequent work performed to set up the final directory of centres) amounts to 619 centres, and that for the centres that have not responded to the survey we know how many offer accommodation services and their capacity on November 5th 2003. The total number of centres that offer accommodation would be 445.

The total number of accommodation vacancies would be of 13,439 as on November 5th 2003 and of 12,585 in 2002 (we have assumed that the centres that have not responded to the survey and for which we know their capacity as on November 5th have experienced the same increase in capacity as the centres that have responded to the survey).

If we compare this with the 5,526 accommodation vacancies facilitated by the Ministry for Labour and Social Affairs in 1994, and with the 9,765 vacancies estimated by Cabrera in 1999, the figure of 13,439 vacancies on November 5th seems coherent. In any case, it seems rather scarce for a country of the size of Spain with an official population of 42.7 million on January 1st 2003.

On the other hand, as is inferred from the survey, the level of use of the accommodation network is high. The average number of vacancies occupied during 2002 is of 9,416 (implying an occupation rate of 82.3%) and of 9,784 vacancies in November of 2003 (which is equivalent to an 80.3% occupation rate).

Although the level of occupancy is conditioned, amongst other factors, by the admission policy and the management of the services provided, two characteristics are observed: a greater level of occupancy of the centres situated in the large urban areas and, on the other hand, a certain seasonal character, with higher values in winter than in summer.

If we assume that for the centres that have not responded to the survey the level of occupancy is the same as for the centres that have collaborated, the average number of occupied vacancies in 2002 would be of 10,308 and of 10,791 in November of 2003.

In some way, the occupied accommodation vacancies would represent the minimum number of people attended to by the welfare network and, therefore, the number of homeless people in Spain.

Although this is not an issue that has been studied at length, within an international scope it is accepted that the *ratio* between homeless people without lodging and homeless people with lodging may be of 1:2 (Burt and Cohen, 1989) or 1:1 (Whright, 1998). This would allow us to estimate, under the full occupancy hypothesis, the number of homeless people, which could be in the vicinity of 19,000-25,000 persons in 2002 or of 20,000-27,000 persons in November 2003.

If we carry out the correction derived from the occupation level (82.3% in 2002 and 80.3% as on November 5th 2003) provided by the survey, we obtain 15,600-20,600 in 2002 and 16,000-21,500 in 2003 as an approximation of the number of homeless people.

2. Users of the centres offering catering services.

Of the 555 centres that have responded, 410 centres render accommodation services, which implies 73.9% of the total; of these, as highlighted above, 298 centres offer accommodation and catering services (53.7% of the total number of centres).

As is inferred from the survey, the average number of vacancies offered daily during the year 2002 by said centres amounted to 21,256 and 21,389 on November 5th 2003, which implies a slight increase of 0.6%. The average number of vacancies per centre was estimated at 54.9 in 2002 and at 55.3 on November 5th 2003.

If we consider that the network that has been detected amounts to 619 centres and that, for the centres that have not responded to the survey we know from the subsequent work performed to compile the final directory how many centres offer catering services, as well as their capacity on November 5th 2003, the total number of centres that offer meals would be 415.

The total number of catering vacancies would be of 22,853 on November 5th 2003 and of 22,716 in 2002.

From the use of the network perspective, the average number of services provided daily (breakfast, lunch and dinner) during the year 2002 amounts, according to the survey, to 37,657 (9,839 breakfasts, 16,678 lunches and 11,140 dinners).

The services rendered on November 5th 2003 amounted to 39,086 (10,024 breakfasts, 17,647 lunches and 11,415 dinners), which implies an increase of 3.8% (1.9%, 5.8% and 2.5% respectively) with regards to the average values from the preceding year.

It is worth highlighting, in the two temporal references considered, that the number of breakfasts offered is closer to the number of overnight stays than to the number of dinners. Lunch is the most provided meal by those offering catering services, which could be due to the fact that it is considered the most important meal of the day and, on the other hand, to the existence of a group of users of lunchtime catering services who have a place to sleep at night, even if they live in a precarious situation.

This would indicate that the group of users of accommodation services is more restricted than the group of users of the catering services..

If we consider the complementary information on the centres that have not responded to the survey, but for which we have information regarding how many offer catering services, as well as their capacity on November 5th 2003 (866 plazas) and, moreover, we also assume that the occupancy rate is the same as that of the centres that have replied, we would obtain the total number of services rendered on November 5th 2003 to be 41,454 (10,664 breakfasts, 18,731 lunches,

12,059 dinners). If we assume that the variation between the average values of 2002 and November of 2003 is the same as that reflected in the survey, the average number of services rendered in 2002 would amount to 39,936 (10,423 breakfasts, 17,652 lunches, 11,861 dinners).

If we can consider the number of users of the accommodation services to obtain an idea of the minimum number of homeless people, perhaps it may be feasible to "improve" that first approximation, assuming that one part of the difference between the people who eat at lunchtime in centres offering catering services and those that sleep in centres offering accommodation, are homeless people that do not use the welfare network (in the broadest sense, that is hostels, bed & breakfasts and apartments) for sleeping.

Unfortunately, there are no studies that allow us to be more precise in our estimate, although if we assumed that half of this difference were homeless people and the other half were people in a more or less precarious situation, this would lead, in our case, to an estimate of around 18,500 homeless people (on November 5th 2003) and of 17,600 people for 2002, as an annual average. These estimates do not differ substantially from what we have obtained from the accommodation data.

V.2 CHARACTERISTICS OF THE NETWORK USERS

Although, as stated in the introduction, the objective of the survey was not to study the socio-demographic profile and the living conditions of the people that use these services, we can deduce, nevertheless, some characteristics of the typical user to which the welfare network is oriented.

The user of the centres is, preferably, one person (male or female); the number of couples or adults with children seen as potential users of the network is notably lower.

On the other hand, it seems that immigrants (58.2%), alcoholics (43.1%), drug addicts (40.8%) and, to a lesser extent, former prisoners (33.4%) and battered women (26.8%), are the population groups that those responsible for the centres consider as the most frequent users.

However, those people who live or lived for a lengthy period of their lives in an institution (hospital, reformatory,...) or who have even been socialised in institutions, do not seem to constitute the most frequent users of these services.

Although we are unaware of the average duration of the stays of the users, taking into account the self-classification of the network of centres (emergency, short stays or long stays), we can come to an understanding of the profile of the user from this perspective. Thus, the majority of centres admit stays superior to one month (61.2%) and, to a lesser extent, attend to emergency situations (44.7%) or short stays –between one week and one month– (28.3%).

This lack of information on the profile of the user shows the need for occasionally carrying out –four or five years– a specific survey for the users of the network.

V.3 DEFINITION OF HOMELESS PERSON

One of the greatest difficulties, if not the greatest, that appears when attempting to study social exclusion in-depth and, particularly, the most extreme situation of same, like the lack of a home, is that of adopting the definition of a homeless person.

The discussions and debates on the issue are very intense and there are different perceptions existing. This gives rise to the proposal of more or less broad definitions (based on living conditions, on mobility or lack of a permanent dwelling, or social problems). Within a European context, the situation is very disparate: some countries have a legal and official definition (United Kingdom, Finland, Sweden), whilst in others there is no definition whatsoever, as occurs in Spain.

Thus, taking into account the Spanish participation in the Group of Experts on Homeless People Statistics, which is debating the methodological framework that will serve as a reference in obtaining a consistent and harmonised approximation on an EU level, it was decided to include in the survey questionnaire carried out at the centres, a question relative to the definition of a homeless person.

Concretely, those responsible for the centres were asked their opinion on the draft definition that was being handled by the Group of Experts at that time, and which is transcribed below:

"A homeless person is somebody who does not have access to accommodation that may be reasonably lived in, both in cases where the accommodation is legally their property or it is rented; provided by institutions; provided by employers; or occupied free of charge under a contractual agreement or an agreement of another type.

Consequently, they are forced to sleep:

1. In the street.
2. In buildings which are commonly considered not to offer the necessary conditions for human habitability (privacy, hygiene, space).
3. In emergency homes provided by the public sector or charities.
4. In long term residences provided by the public sector, or charities (non-emergency centres, shelters for battered women, deportation centres for asylum seekers or illegal immigrants).
5. In boarding houses.
6. In other short term accommodation (duration less than one month).
7. Squatting.

Note.

This definition does not consider persons living in the following types of accommodation:

- Hospitals; mental health centres; old people's homes.
- Prisons; reformatories.
- Student residences; boarding schools.
- Orphanages adoption homes.
- Barracks; military missions.
- Moored ships.
- Mobile homes (circuses).
- Au-pairs; domestic service; hotel personnel who live in the hotel.
- Tourists staying in hotels.
- Subsidised accommodation (for low income)."

Of the 555 centres that collaborated in the survey, the majority of the centres manifested their conformity with the definition proposed (78.7%), 20% expressed their disagreement and 1.3% did not respond. Of the 111 centres that expressed their disagreement, the majority (more than 70%) proposed an alternative definition, expressed in the following terms:

"A homeless person is an individual who cannot access or maintain adequate accommodation, adapted to his/her personal, permanent situation and which provides a stable framework for coexistence, be it due to economic, social or personal reasons that prevent him/her from living autonomously"¹.

(¹) At the time of the compilation of this Report, a meeting of the EUROSTAT Group of Experts has been held, in which this question has been debated once again, provisionally adopting a new working definition.

Annexe 1

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Annexe 2

Questionnaire

B. Características generales (Se cumplimentará por todos los centros)

1. ¿De entre las siguientes, qué prestaciones ofrece el centro? (señale con un aspa las alternativas pertinentes)

Información y acogida _____	<input type="checkbox"/>	1	Actividades artísticas/culturales _____	<input type="checkbox"/>	10
Orientación y/o derivación _____	<input type="checkbox"/>	2	Cuidados médicos _____	<input type="checkbox"/>	11
Alojamiento _____	<input type="checkbox"/>	3	Atención psicológica _____	<input type="checkbox"/>	12
Restauración _____	<input type="checkbox"/>	4	Asistencia jurídica _____	<input type="checkbox"/>	13
Educación primaria _____	<input type="checkbox"/>	5	Regularización de papeles _____	<input type="checkbox"/>	14
Formación profesional _____	<input type="checkbox"/>	6	Ropero _____	<input type="checkbox"/>	15
Taller ocupacional _____	<input type="checkbox"/>	7	Guardería _____	<input type="checkbox"/>	16
Taller de inserción _____	<input type="checkbox"/>	8	Otras (especificar) _____		
Educación de adultos _____	<input type="checkbox"/>	9	_____	<input type="checkbox"/>	17

2. ¿Qué población es atendida en el centro? (señale con un aspa las alternativas pertinentes)

Varones _____	<input type="checkbox"/>	1	Parejas/matrimonios _____	<input type="checkbox"/>	3
Mujeres _____	<input type="checkbox"/>	2	Niños _____	<input type="checkbox"/>	4

3. ¿El centro está orientado prioritariamente hacia ciertos sectores de población sin hogar?

Si _____ 1 No _____ 6 → (Ir a pregunta 5)

4. ¿Podría indicar a que sectores de población en concreto? (señale con un aspa las alternativas pertinentes)

Excarcelados _____	<input type="checkbox"/>	1	Inmigrantes _____	<input type="checkbox"/>	5
Drogodependientes _____	<input type="checkbox"/>	2	Otros (especificar) _____		
Alcohólicos _____	<input type="checkbox"/>	3	_____		
Mujeres maltratadas _____	<input type="checkbox"/>	4	_____	<input type="checkbox"/>	6

5. ¿Cuales son las vías más frecuentes de acceso al centro? (señale con un aspa las alternativas pertinentes)

- Se trata de un centro de acceso libre _____ 1
- Los usuarios son enviados desde los servicios sociales generales _____ 2
- Los usuarios proceden de otros centros que atienden específicamente a PSH _____ 3
- Los usuarios proceden de prisiones _____ 4
- Los usuarios proceden de hospitales y/o centros de salud _____ 5
- Los usuarios proceden de emergencias _____ 6
- Otras (especificar) _____ 7
- _____ 7

6. ¿Existe alguna restricción de acceso al centro?

Si _____ 1 No _____ 6 → (Ir a pregunta 8)

7. Indique, por favor, el tipo de restricción

8. ¿Cuáles son las fuentes de financiación de que dispone el centro? (Indique por favor, en que porcentaje contribuyen a la financiación del centro las siguientes organizaciones o instituciones)

Administración del Estado (1) _____ %

Administración Autonómica (2) _____ %

Administración Local (3) _____ %

Total administraciones públicas (1+2+3) _____ %

Empresas _____ %

Asociaciones (4) _____ %

Fundaciones (5) _____ %

Iglesia Católica (6) _____ %

Otras confesiones religiosas (7) _____ %

Total instituciones privadas sin fines de lucro (4+5+6+7) _____ %

Donaciones particulares _____ %

Fondos propios _____ %

14. Horario habitual (Utilice, por favor, para designar las horas la siguiente notación: 1 de la tarde = 13 h. 00m.; 2 y cuarto de la tarde = 14 h. 15m.)

	Hora de apertura		Hora de cierre	
Lunes a viernes _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Sábados _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Domingos _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.

15. Capacidad

Número medio diario de plazas disponibles (alojamiento colectivo+pisos+pensiones) en el año 2002 _____

Número de plazas disponibles en alojamiento colectivo (albergues, residencias) el 5 de noviembre de 2003 _____

Número de plazas disponibles en pisos el 5 de noviembre de 2003 _____

Número de plazas disponibles en pensiones el 5 de noviembre de 2003 _____

Número total de plazas disponibles (alojamiento colectivo+pisos+pensiones) el 5 de noviembre 2003 _____

16. Ocupación

Número medio diario de plazas ocupadas (alojamiento colectivo+pisos+pensiones) en el año 2002 _____

Número de plazas ocupadas (alojamiento colectivo+pisos+pensiones) el 5 noviembre de 2003 _____

(Las preguntas 17 a 22 deberán ser cumplimentadas sólo por los alojamientos colectivos. En otro caso, pasar a la sección D)

17. En el caso de que su centro sea un alojamiento colectivo (albergue, residencia) ¿de qué tipo de establecimiento se trata? (señale con un aspa las alternativas pertinentes)

De emergencia (entre uno y cinco días) _____ 1

De corta estancia (entre seis días y un mes) _____ 2

De larga estancia (más de un mes) _____ 3

18. ¿De qué tipo de habitaciones dispone el centro (albergue, residencia? (señale con aspa las alternativas pertinentes)

Habitaciones individuales _____ 1

Habitaciones específicas para familias _____ 2

Habitaciones con dos o tres camas _____ 3

Habitaciones o dormitorios múltiples (4 o más camas) ___ 4

19. ¿El alojamiento en el centro es gratuito?

Si _____ 1 → (Ir a pregunta 21) No _____ 6

20. ¿Es necesario realizar un trabajo o proporcionar alguna contraprestación para alojarse en el centro?

Si _____ 1 No _____ 6

21. ¿El usuario puede recibir correspondencia en el centro?

Si _____ 1 No _____ 6

22. ¿El usuario dispone de servicio de consigna para dejar sus pertenencias en el centro?

Si _____ 1 No _____ 6

D. Características específicas

(Esta sección deberá ser cumplimentada por los centros que ofrecen servicio de restauración. En otro caso, pasar a la sección E)

23. (Se cumplimentará sólo por los centros que han respondido a la sección C. En otro caso, pasar a la pregunta 24) **¿Podría indicarme si al menos el 90% de los usuarios del comedor están alojados en el albergue o residencia?**

Sí _____ 1 No _____ 6

24. ¿El servicio de restauración se presta en un sitio fijo o mediante distribución ambulante en la calle? (señale con un aspa la alternativa pertinente)

Fijo _____ 1

Itinerante _____ 2

Ambos (Fijo e itinerante) _____ 3

25. ¿Que tipo de servicio presta? (señale con un aspa la alternativa pertinente)

- Comida _____ 1
- Cena _____ 2
- Desayuno _____ 3
- Distribución de bocadillos o bolsas de alimentos 4
- Distribución de sopa o bebidas calientes _____ 5

26. Actividad anual

Todo el año _____ 1 → (Ir a pregunta 28) Otro periodo _____ 6

27. Indique, por favor, el (los) periodo (s) de cierre del centro

 a
 día mes día mes

 a
 día mes día mes

28. Horario habitual (Utilice, por favor, para designar las horas la siguiente notación: 1 de la tarde = 13 h. 00m.; 2 y cuarto de la tarde = 14 h. 15m.)

	Hora de apertura		Hora de cierre	
Desayuno				
Lunes a viernes _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Sábados _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Domingos _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Comida				
Lunes a viernes _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Sábados _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Domingos _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Cena				
Lunes a viernes _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Sábados _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.
Domingos _____	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Hora	Min.	Hora	Min.

29. Capacidad

Número medio diario de plazas de comedor disponibles en el año 2002

Número de plazas de comedor disponibles el 5 noviembre de 2003

30. Ocupación

Número medio diario de servicios (desayunos+comidas+cenas) prestados en el año 2002 _____

Desayunos _____

Comidas _____

Cenas _____

Número de servicios (desayunos+comidas+cenas) prestados el 5 de noviembre de 2003 _____

Desayunos _____

Comidas _____

Cenas _____

E. Definición de persona sin hogar (Se cumplimentará por todos los centros)

31. ¿En su opinión, le parece adecuada la siguiente definición de persona sin hogar?

Si _____ 1

No _____ 6

Definición

" Una persona sin hogar es alguien que no tiene acceso a un alojamiento que puede razonablemente ser habitado, tanto si el alojamiento es legalmente de su propiedad como si es alquilado; proporcionado por instituciones; proporcionado por empleadores; u ocupado de forma gratuita bajo un acuerdo contractual o de otro tipo.

En consecuencia están obligados a dormir:

1. En la calle.

2. En edificios que comúnmente se considera que no reúnen condiciones para la habitabilidad humana (privacidad; higiene; espacio).

3. En residencias de emergencia proporcionadas por el sector público u organizaciones benéficas.

4. En residencias de larga estancia proporcionadas por el sector público, o organizaciones benéficas (centros de no-emergencia, refugios para mujeres maltratadas, centros de deportación para solicitantes de asilo o inmigrantes ilegales).

5. En pensiones.

6. En otros alojamientos de corta estancia (duración menor a un mes).

7. En casas ocupadas.

NOTA. Se excluyen las personas que viven en las siguientes clases de alojamiento:

Hospitales; casa de salud mental; centros para personas mayores.

Prisiones; reformatorios.

Residencias de estudiantes; internados.

Orfanatos; casas de adopción.

Cuarteles; misiones militares.

Barcos amarrados.

Casa móviles (circos).

Au-pairs; servicio doméstico; personal de hotel que vive en el propio hotel.

Turistas alojados en hoteles.

Alojamientos subvencionados (bajos ingresos).

32. ¿Que modificaciones o sugerencias propondría a la misma?

Annexe 3

Charts

Chart 1
Centres by autonomous communities and size of the municipality where centre is located (Continues)

	Less than 5,000 inhabitants		Between 5,001 and 20,000		Between 20,001 and 50000	
	Centres	%	Centres	%	Centres	%
Andalucía	0	0.0	3	4.2	10	14.1
Aragón	1	3.0	18	54.5	2	6.1
Asturias (Principado de)	0	0.0	1	7.7	2	15.4
Balears (Illes)	0	0.0	0	0.0	6	40.0
Canarias	1	2.8	1	2.8	1	2.8
Cantabria	0	0.0	1	12.5	0	0.0
Castilla León	4	8.0	7	14.0	6	12.0
Castilla–La Mancha	6	15.4	12	30.8	7	17.9
Cataluña	0	0.0	9	15.8	5	8.8
Comunidad Valenciana	0	0.0	2	4.0	8	16.0
Extremadura	2	11.8	1	5.9	4	23.5
Galicia	0	0.0	5	13.5	2	5.4
Madrid (Comunidad de)	0	0.0	0	0.0	4	9.8
Murcia (Región de)	0	0.0	1	4.8	6	28.6
Navarra (Comunidad Foral de)	2	14.3	1	7.1	2	14.3
País Vasco	1	2.9	3	8.8	0	0.0
Rioja (La)	1	9.1	2	18.2	0	0.0
Autonomous City of Ceuta	0	0.0	0	0.0	0	0.0
Autonomous City of Melilla	0	0.0	0	0.0	0	0.0
TOTAL	18	3.2	67	12.1	65	11.7

Chart 1

Centres by autonomous communities and size of the municipality where centre is located

(Conclusion)

	Between 50001 and 100000		Between 100001 and 500000		Over 500000		Total	
	Centres	%	Centres	%	Centres	%	Centres	%
Andalucía	7	9.9	33	46.5	18	25.4	71	100.0
Aragón	0	0.0	0	0.0	12	36.4	33	100.0
Asturias (Principado de)	1	7.7	9	69.2	0	0.0	13	100.0
Balears (Illes)	0	0.0	9	60.0	0	0.0	15	100.0
Canarias	1	2.8	32	88.9	0	0.0	36	100.0
Cantabria	1	12.5	6	75.0	0	0.0	8	100.0
Castilla León	10	20.0	23	46.0	0	0.0	50	100.0
Castilla–La Mancha	11	28.2	3	7.7	0	0.0	39	100.0
Cataluña	2	3.5	14	24.6	27	47.4	57	100.0
Comunidad Valenciana	4	8.0	15	30.0	21	42.0	50	100.0
Extremadura	4	23.5	6	35.3	0	0.0	17	100.0
Galicia	13	35.1	17	45.9	0	0.0	37	100.0
Madrid (Comunidad de)	0	0.0	2	4.9	35	85.4	41	100.0
Murcia (Región de)	2	9.5	12	57.1	0	0.0	21	100.0
Navarra (Comunidad Foral de)	0	0.0	9	64.3	0	0.0	14	100.0
País Vasco	0	0.0	30	88.2	0	0.0	34	100.0
Rioja (La)	0	0.0	8	72.7	0	0.0	11	100.0
Autonomous City of Ceuta	4	100.0	0	0.0	0	0.0	4	100.0
Autonomous City of Melilla	4	100.0	0	0.0	0	0.0	4	100.0
TOTAL	64	11.5	228	41.1	113	20.4	555	100.0

Chart 2

Proportion of centres that offer the service by autonomous community

(Continues)

	Information and shelter	Orientation	Accommodation	Catering	Primary education	Vocational Training
	%	%	%	%	%	%
Andalucía	85.9	78.9	67.6	80.3	2.8	4.2
Aragón	69.7	66.7	72.7	60.6	0.0	0.0
Asturias (Principado de)	92.3	84.6	69.2	69.2	0.0	0.0
Balears (Illes)	93.3	93.3	73.3	86.7	0.0	0.0
Canarias	77.8	77.8	63.9	66.7	11.1	2.8
Cantabria	100.0	87.5	87.5	87.5	0.0	0.0
Castilla León	90.0	80.0	80.0	62.0	4.0	8.0
Castilla–La Mancha	76.9	74.4	92.3	56.4	7.7	7.7
Cataluña	59.6	56.1	77.2	82.5	1.8	1.8
Comunidad Valenciana	80.0	68.0	76.0	66.0	0.0	0.0
Extremadura	76.5	76.5	64.7	70.6	5.9	0.0
Galicia	83.8	64.9	75.7	67.6	2.7	0.0
Madrid (Comunidad de)	63.4	61.0	61.0	75.6	0.0	0.0
Murcia (Región de)	95.2	90.5	81.0	52.4	14.3	4.8
Navarra (Comunidad Foral de)	92.9	71.4	71.4	64.3	14.3	0.0
País Vasco	82.4	88.2	61.8	64.7	5.9	2.9
Rioja (La)	90.9	63.6	100.0	54.5	9.1	0.0
Autonomous City of Ceuta	75.0	50.0	100.0	100.0	0.0	0.0
Autonomous City of Melilla	75.0	75.0	75.0	100.0	0.0	0.0
TOTAL	79.6	73.2	73.9	69.7	4.0	2.5

Chart 2
Proportion of centres that offer the service by autonomous community
(Continuation)

	Occupational workshop	Integration workshop	Adult education	Artistic activities	Medical care	Psychological assistance
	%	%	%	%	%	%
Andalucía	28.2	12.7	15.5	32.4	32.4	42.3
Aragón	21.2	12.1	6.1	15.2	15.2	18.2
Asturias (Principado de)	30.8	15.4	0.0	15.4	23.1	7.7
Balears (Illes)	13.3	20.0	6.7	13.3	20.0	13.3
Canarias	27.8	22.2	22.2	47.2	25.0	44.4
Cantabria	37.5	12.5	12.5	12.5	12.5	37.5
Castilla León	24.0	10.0	8.0	20.0	16.0	24.0
Castilla–La Mancha	30.8	25.6	10.3	28.2	10.3	28.2
Cataluña	15.8	14.0	5.3	12.3	12.3	26.3
Comunidad Valenciana	12.0	18.0	14.0	20.0	20.0	48.0
Extremadura	17.6	5.9	5.9	23.5	41.2	52.9
Galicia	2.7	5.4	5.4	8.1	10.8	29.7
Madrid (Comunidad de)	19.5	9.8	4.9	24.4	24.4	34.1
Murcia (Región de)	52.4	42.9	14.3	33.3	23.8	33.3
Navarra (Comunidad Foral de)	50.0	7.1	28.6	28.6	35.7	21.4
País Vasco	20.6	20.6	14.7	23.5	8.8	32.4
Rioja (La)	9.1	18.2	9.1	36.4	27.3	36.4
Autonomous City of Ceuta	0.0	0.0	25.0	25.0	50.0	25.0
Autonomous City of Melilla	50.0	0.0	50.0	75.0	50.0	50.0
TOTAL	22.5	15.3	11.2	23.8	20.5	32.8

Chart 2

Proportion of centres that offer the service by autonomous community

(Conclusion)

	Legal assistance	Regularisation of papers	Distribution of clothes	Nursery	Others
	%	%	%	%	%
Andalucía	23.9	29.6	57.7	5.6	26.8
Aragón	6.1	12.1	30.3	12.1	12.1
Asturias (Principado de)	23.1	30.8	53.8	0.0	46.2
Balears (Illes)	20.0	13.3	40.0	0.0	26.7
Canarias	30.6	36.1	30.6	5.6	36.1
Cantabria	37.5	50.0	50.0	0.0	0.0
Castilla León	22.0	28.0	52.0	0.0	22.0
Castilla–La Mancha	23.1	17.9	46.2	12.8	20.5
Cataluña	14.0	10.5	28.1	8.8	12.3
Comunidad Valenciana	26.0	20.0	32.0	18.0	24.0
Extremadura	23.5	23.5	58.8	5.9	29.4
Galicia	24.3	24.3	51.4	10.8	16.2
Madrid (Comunidad de)	24.4	9.8	41.5	2.4	39.0
Murcia (Región de)	42.9	61.9	57.1	9.5	14.3
Navarra (Comunidad Foral de)	28.6	28.6	42.9	0.0	14.3
País Vasco	14.7	11.8	38.2	2.9	29.4
Rioja (La)	18.2	27.3	36.4	9.1	27.3
Autonomous City of Ceuta	25.0	25.0	100.0	0.0	0.0
Autonomous City of Melilla	25.0	50.0	75.0	50.0	25.0
TOTAL	22.5	23.2	43.8	7.4	23.4

Chart 3

Proportion of centres that offer the service according to size of the municipality where the centre is located

(Continues)

	Less than 5000 inhabitants	Between 5001 and 20000	Between 20001 and 50000
	%	%	%
Information and shelter	77.8	77.6	87.7
Orientation	50.0	70.1	73.8
Accommodation	100.0	76.1	80.0
Catering	72.2	50.7	73.8
Primary education	11.1	4.5	4.6
Vocational Training	11.1	4.5	0.0
Occupational workshop	27.8	16.4	24.6
Integration workshop	11.1	11.9	18.5
Adult education	22.2	6.0	4.6
Artistic activities	27.8	10.4	13.8
Medical care	33.3	11.9	12.3
Psychological assistance	33.3	22.4	23.1
Legal assistance	16.7	13.4	21.5
Regularisation of papers	27.8	19.4	27.7
Distribution of clothes	61.1	43.3	43.1
Nursery	0.0	7.5	10.8
Other	5.6	19.4	24.6
Total	100.0	100.0	100.0

Chart 3

Proportion of centres that offer the service according to size of the municipality where the centre is located (Conclusion)

	Between 50001 and 100000	Between 100001 and 500000	Over 500000	Total
	%	%	%	%
Information and shelter	76.6	84.6	68.1	79.6
Orientation	70.3	80.7	64.6	73.2
Accommodation	78.1	70.2	69.9	73.9
Catering	79.7	68.9	74.3	69.7
Primary education	3.1	4.8	0.9	4.0
Vocational Training	1.6	2.6	1.8	2.5
Occupational workshop	21.9	23.2	23.0	22.5
Integration workshop	6.3	17.1	17.7	15.3
Adult education	7.8	12.7	15.0	11.2
Artistic activities	18.8	28.9	29.2	23.8
Medical care	17.2	24.1	23.0	20.5
Psychological assistance	25.0	37.7	38.9	32.8
Legal assistance	23.4	26.8	20.4	22.5
Regularisation of papers	26.6	25.4	15.9	23.2
Distribution of clothes	57.8	41.2	38.9	43.8
Nursery	6.3	7.0	8.0	7.4
Other	14.1	28.9	22.1	23.4
Total	100.0	100.0	100.0	100.0

Chart 4
Centres that offer the service by type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Information and shelter	119	78.8	323	80.0	442	79.6
Orientation	108	71.5	298	73.8	406	73.2
Accommodation	119	78.8	291	72.0	410	73.9
Catering	101	66.9	286	70.8	387	69.7
Primary education	2	1.3	20	5.0	22	4.0
Vocational Training	2	1.3	12	3.0	14	2.5
Occupational workshop	17	11.3	108	26.7	125	22.5
Integration workshop	17	11.3	68	16.8	85	15.3
Adult education	3	2.0	59	14.6	62	11.2
Artistic activities	27	17.9	105	26.0	132	23.8
Medical care	24	15.9	90	22.3	114	20.5
Psychological assistance	43	28.5	139	34.4	182	32.8
Legal assistance	24	15.9	101	25.0	125	22.5
Regularisation of papers	18	11.9	111	27.5	129	23.2
Distribution of clothes	47	31.1	196	48.5	243	43.8
Nursery	9	6.0	32	7.9	41	7.4
Other	32	21.2	98	24.3	130	23.4
Total	151	27.2	404	72.8	555	100.0

Chart 5
Population assisted by autonomous community

	Males	Females	Couples	Children
	%	%	%	%
Andalucía	94.4	83.1	56.3	36.6
Aragón	97.0	69.7	51.5	12.1
Asturias (Principado de)	100.0	84.6	69.2	23.1
Balears (Illes)	100.0	86.7	60.0	6.7
Canarias	88.9	77.8	44.4	19.4
Cantabria	50.0	87.5	25.0	0.0
Castilla y León	90.0	84.0	58.0	30.0
Castilla - La Mancha	94.9	71.8	59.0	43.6
Cataluña	80.7	82.5	31.6	28.1
Comunidad Valenciana	68.0	80.0	34.0	50.0
Extremadura	88.2	82.4	41.2	17.6
Galicia	70.3	83.8	54.1	51.4
Madrid (Comunidad de)	95.1	75.6	39.0	14.6
Murcia (Región de)	85.7	90.5	57.1	61.9
Navarra (Comunidad Foral de)	78.6	71.4	28.6	7.1
País Vasco	97.1	85.3	55.9	23.5
Rioja (La)	72.7	90.9	45.5	18.2
Autonomous City of Ceuta	75.0	75.0	25.0	25.0
Autonomous City of Melilla	75.0	100.0	75.0	50.0
TOTAL	86.7	80.9	48.1	30.5

Chart 6

Population assisted by size of the municipality where the centre is located

(Continues)

	Less than 5000 inhabitants	Between 5001 and 20000	Between 20001 and 50000
	%	%	%
Males	100.0	98.5	87.7
Females	77.8	85.1	84.6
Couples	55.6	64.2	60.0
Children	33.3	29.9	44.6
Total	100.0	100.0	100.0

(Conclusion)

	Between 50001 and 100000	Between 100001 and 500000	Over 500000	Total
	%	%	%	%
Males	87.5	85.1	79.6	86.7
Females	81.3	81.6	75.2	80.9
Couples	57.8	46.5	28.3	48.1
Children	37.5	28.1	23.0	30.5
Total	100.0	100.0	100.0	100.0

Chart 7

Population assisted according to type of centre

	Public	Private	Total
	%	%	%
Males	89.4	85.6	86.7
Females	89.4	77.7	80.9
Couples	58.3	44.3	48.1
Children	37.1	28.0	30.5
Total	100.0	100.0	100.0

Chart 8

Population assisted by autonomous community (Continues)

	Former prisoners %	Drug addicts %	Alcoholics %	Battered women
Andalucía	41.3	58.7	54.3	19.6
Aragón	46.2	38.5	69.2	30.8
Asturias (Principado de)	57.1	85.7	85.7	14.3
Balears (Illes)	45.5	54.5	54.5	18.2
Canarias	17.6	35.3	23.5	5.9
Cantabria	20.0	40.0	60.0	40.0
Castilla y León	57.9	42.1	47.4	31.6
Castilla - La Mancha	15.4	15.4	30.8	30.8
Cataluña	25.8	25.8	41.9	29.0
Comunidad Valenciana	20.7	20.7	20.7	41.4
Extremadura	22.2	66.7	44.4	11.1
Galicia	33.3	28.6	28.6	66.7
Madrid (Comunidad de)	37.5	45.8	37.5	8.3
Murcia (Región de)	21.4	35.7	28.6	28.6
Navarra (Comunidad Foral de)	33.3	33.3	66.7	16.7
País Vasco	45.0	65.0	70.0	20.0
Rioja (La)	12.5	12.5	0.0	25.0
Autonomous City of Ceuta	33.3	33.3	66.7	0.0
Autonomous City of Melilla	33.3	33.3	33.3	66.7
TOTAL	33.4	40.8	43.1	26.8

(Conclusion)

	Immigrants %	Others %	Total Centres	%
Andalucía	63.0	37.0	46	100
Aragón	61.5	30.8	13	100
Asturias (Principado de)	57.1	28.6	7	100
Balears (Illes)	54.5	9.1	11	100
Canarias	35.3	47.1	17	100
Cantabria	100.0	40.0	5	100
Castilla y León	68.4	42.1	19	100
Castilla - La Mancha	92.3	30.8	13	100
Cataluña	58.1	45.2	31	100
Comunidad Valenciana	51.7	24.1	29	100
Extremadura	33.3	55.6	9	100
Galicia	42.9	33.3	21	100
Madrid (Comunidad de)	54.2	45.8	24	100
Murcia (Región de)	92.9	21.4	14	100
Navarra (Comunidad Foral de)	16.7	50.0	6	100
País Vasco	55.0	60.0	20	100
Rioja (La)	37.5	62.5	8	100
Autonomous City of Ceuta	100.0	0.0	3	100
Autonomous City of Melilla	66.7	0.0	3	100
TOTAL	58.2	37.8	299	100

Chart 9
Proportion of centres that mainly assist certain population groups by size of the municipality where the centre is located (Continues)

	Less than 5000 inhabitants	Between 5001 and 20000	Between 20001 and 50000
	%	%	%
Former prisoners	2.0	6.0	10.0
Drug addicts	2.5	5.7	5.7
Alcoholics	2.3	6.2	7.0
Battered women	0.0	6.3	8.8
Immigrants	1.7	7.5	13.2
Others	3.5	6.2	11.5
Total	2.3	6.7	11.4

(Conclusion)

	Between 50001 and 100000	Between 100001 and 500000	Over 500000	Total	
	%	%	%	Centres	%
Former prisoners	12.0	44.0	26.0	100	100
Drug addicts	10.7	49.2	26.2	122	100
Alcoholics	10.9	48.1	25.6	129	100
Battered women	18.8	42.5	23.8	80	100
Immigrants	13.8	39.7	24.1	174	100
Others	4.4	50.4	23.9	113	100
Total	11.0	43.5	25.1	299	100

Chart 10

Access according to autonomous community

(Continues)

	Free access	From social services	From other centres	From prisons
	%	%	%	%
Andalucía	76.1	60.6	35.2	25.4
Aragón	60.6	54.5	30.3	15.2
Asturias (Principado de)	61.5	46.2	38.5	15.4
Balears (Illes)	73.3	86.7	33.3	33.3
Canarias	77.8	55.6	41.7	8.3
Cantabria	62.5	50.0	25.0	12.5
Castilla y León	70.0	38.0	36.0	20.0
Castilla - La Mancha	64.1	48.7	20.5	5.1
Cataluña	49.1	77.2	12.3	15.8
Comunidad Valenciana	46.0	64.0	20.0	16.0
Extremadura	70.6	52.9	47.1	29.4
Galicia	67.6	59.5	16.2	13.5
Madrid (Comunidad de)	51.2	46.3	24.4	19.5
Murcia (Región de)	61.9	66.7	9.5	14.3
Navarra (Comunidad Foral de)	64.3	71.4	50.0	35.7
País Vasco	61.8	67.6	52.9	17.6
Rioja (La)	27.3	36.4	9.1	9.1
Autonomous City of Ceuta	75.0	50.0	0.0	0.0
Autonomous City of Melilla	25.0	50.0	0.0	25.0
TOTAL	62.2	58.2	28.3	17.5

(Conclusion)

	From hospitals	From ER	Other
	%	%	%
Andalucía	35.2	32.4	32.4
Aragón	21.2	15.2	30.3
Asturias (Principado de)	15.4	23.1	38.5
Balears (Illes)	53.3	46.7	33.3
Canarias	19.4	22.2	19.4
Cantabria	12.5	12.5	37.5
Castilla y León	24.0	24.0	32.0
Castilla - La Mancha	20.5	17.9	33.3
Cataluña	36.8	15.8	26.3
Comunidad Valenciana	16.0	12.0	36.0
Extremadura	58.8	41.2	41.2
Galicia	21.6	35.1	27.0
Madrid (Comunidad de)	22.0	26.8	43.9
Murcia (Región de)	9.5	28.6	42.9
Navarra (Comunidad Foral de)	42.9	21.4	28.6
País Vasco	29.4	35.3	23.5
Rioja (La)	9.1	9.1	63.6
Autonomous City of Ceuta	0.0	0.0	25.0
Autonomous City of Melilla	25.0	25.0	25.0
TOTAL	26.3	24.3	32.4

Chart 11

Access by size of the municipality where the centre is located

(Continues)

	Less than 5,000 inhabitants	Between 5,001 and 20,000	Between 20,001 and 50,000
	%	%	%
Free access	61.1	67.2	61.5
From social services	27.8	47.8	61.5
From other centres	16.7	10.4	21.5
From prisons	11.1	7.5	10.8
From hospitals	22.2	10.4	24.6
From ER	16.7	11.9	24.6
Other	27.8	26.9	36.9
Total	100.0	100.0	100.0

(Conclusion)

	Between 50,001 and 100,000	Between 100,001 and 500,000	Over 500,000	Total
	%	%	%	Centres
Free access	70.3	64.9	49.6	62.2
From social services	50.0	64.0	60.2	58.2
From other centres	23.4	34.2	35.4	28.3
From prisons	14.1	20.6	23.9	17.5
From hospitals	25.0	29.4	31.9	26.3
From ER	28.1	27.6	23.9	24.3
Other	28.1	30.7	39.8	32.4
Total	100.0	100.0	100.0	100.0

Chart 12

Access by type of centre

	Public	Private	Total
	%	%	%
Free access	60.3	62.9	62.2
From social services	60.9	57.2	58.2
From other centres	20.5	31.2	28.3
From prisons	15.2	18.3	17.5
From hospitals	25.2	26.7	26.3
From ER	26.5	23.5	24.3
Other	30.5	33.2	32.4

Chart 13
Centres according to opening hours

	Less than 12 hours		Between 12 and 24 hours		All day		Total	
	Centres	%	Centres	%	Centres	%	Centres	%
Monday to Friday	103	25.1	148	36.1	159	38.8	410	100.0
Saturdays	111	27.1	139	33.9	160	39.0	410	100.0
Sundays	112	27.3	139	33.9	159	38.8	410	100.0

Chart 14
Centres with group accommodation by type of stay

	Public	%	Private	%	Centres
Emergency	63		73	53.7	136
Short stay	33		53	61.6	86
Long stay	43		143	76.9	186
Centres with group accommodation	96		208	68.4	304

Chart 15
Group accommodation centres by type of stay

	Emergency		Short stay		Long stay		Total	
	Centres	%	Centres	%	Centres	%	Centres	%
Less than 5,000 inhabitants	11	8.1	0	0.0	5	2.7	16	5.3
between 5,001 and 20,000	31	22.8	4	4.7	10	5.4	43	14.1
between 20,001 and 50,000	18	13.2	11	12.8	13	7.0	36	11.8
between 50,001 and 100,000	16	11.8	12	14.0	21	11.3	37	12.2
between 100,001 and 500,000	47	34.6	40	46.5	87	46.8	115	37.8
over 500,000	13	9.6	19	22.1	50	26.9	57	18.8
Total	136	100.0	86	100.0	186	100.0	304	100.0

Chart 16
Type of room according to type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Single	26	27.1	80	38.5	106	34.9
Specific for families	17	17.7	26	12.5	43	14.1
With two or three beds	53	55.2	117	56.3	170	55.9
Room (4 or more beds)	53	55.2	88	42.3	141	46.4
Total	96	100.0	208	100.0	304	100.0

Chart 17
Type of room according to capacity in 2002

(Continues)

	No vacancies		1 to 10 vacancies		11 to 50 vacancies	
	Centres	%	Centres	%	Centres	%
Single	2	1.9	26	24.5	62	58.5
Specific for families	1	2.3	5	11.6	30	69.8
With two or three beds	2	1.2	47	27.6	97	57.1
Room (4 or more beds)	1	0.7	22	15.6	88	62.4
Total	4	1.3	80	26.3	178	58.6

(Conclusion)

	51-100 vacancies		Over 100 vacancies		Total	
	Centres	%	Centres	%	Centres	%
Single	13	12.3	3	2.8	106	100.0
Specific for families	5	11.6	2	4.7	43	100.0
With two or three beds	18	10.6	6	3.5	170	100.0
Room (4 or more beds)	19	13.5	11	7.8	141	100.0
Total	28	9.2	14	4.6	304	100.0

Chart 18

Free accommodation according to type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Yes	90	93.8	172	82.7	262	86.2
No	5	5.2	28	13.5	33	10.1
Non response	1	1.0	8	3.8	9	3.3
Total	96	100.0	208	100.0	304	100.0

Chart 19

Performance of task or consideration by type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Yes	9	9.4	35	16.8	44	14.5
No	51	53.1	102	49.0	153	50.3
Non response	36	37.5	71	34.2	107	35.2
Total	96	100.0	208	100.0	304	100.0

Chart 20
Performance of work or consideration according to capacity
in 2002 (Continues)

	No vacancies		1 to 10 vacancies		11 to 50 vacancies	
	Centres	%	Centres	%	Centres	%
Yes	0	0.0	8	18.2	30	68.2
No	2	1.3	44	28.8	83	54.2
Non response	2	1.9	28	26.2	65	60.7
Total	4	1.3	80	26.3	178	58.6

(Conclusion)

	51-100 vacancies		Over 100 vacancies		Total	
	Centres	%	Centres	%	Centres	%
Yes	5	11.4	1	2.3	44	100.0
No	16	10.5	8	5.2	153	100.0
Non response	7	6.5	5	4.7	107	100.0
Total	28	9.2	14	4.6	304	100.0

Chart 21
Possibility of receiving post according to type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Yes	65	67.7	176	84.6	241	79.3
No	29	30.2	26	12.5	55	18.1
Non response	2	2.1	6	2.9	8	2.6
Total	96	100.0	208	100.0	304	100.0

Chart 22
Possibility of receiving post according to capacity in 2002

(Continues)

	No vacancies		1 to 10 vacancies		11 to 50 vacancies	
	Centres	%	Centres	%	Centres	%
Yes	4	1.7	41	17.0	155	64.3
No	0	0.0	36	65.5	19	34.5
Non response	0	0.0	3	37.5	4	50.0
Total	4	1.3	80	26.3	178	58.6

(Conclusion)

	51-100 vacancies		Over 100 vacancies		Total	
	Centres	%	Centres	%	Centres	%
Yes	28	11.6	13	5.4	241	100.0
No	0	0.0	0	0.0	55	100.0
Non response	0	0.0	1	12.5	8	100.0
Total	28	9.2	14	4.6	304	100.0

Chart 23
Use of luggage room according to type of centre

	Type of centre					
	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
Yes	56	58.3	138	66.3	194	63.8
No	37	38.5	56	26.9	93	30.6
Non response	3	3.2	14	6.8	17	5.6
Total	96	100.0	208	100.0	304	100.0

Chart 24
Centres and average daily catering services by type of centre in 2002

	Centres	%	Average number of daily services	%	Average number of daily services / Centro
Public	99	25.8	13,421	35.6	135.6
Private	284	74.2	24,236	64.4	85.3
Total	383	100.0	37,657	100.0	98.3

Chart 25

Centres and average number of daily services according to autonomous community in 2002

	Centres	%	Average number of daily services	%	Average number of daily services / Centro
Andalucía	56	14.6	6,482	17.2	115.8
Aragón	20	5.2	1,007	2.7	50.4
Asturias (Principado de)	9	2.3	708	1.9	78.7
Balears (Illes)	12	3.1	740	2.0	61.7
Canarias	24	6.3	2,106	5.6	87.8
Cantabria	7	1.8	398	1.1	56.9
Castilla y León	31	8.1	1,335	3.5	43.1
Castilla-La Mancha	22	5.7	653	1.7	29.7
Cataluña	47	12.3	3,359	8.9	71.5
Comunidad Valenciana	31	8.1	2,465	6.5	79.5
Extremadura	12	3.1	662	1.8	55.2
Galicia	25	6.5	2,585	6.9	103.4
Madrid (Comunidad de)	31	8.1	6,391	17.0	206.2
Murcia (Región de)	11	2.9	1,473	3.9	133.9
Navarra (Comunidad Foral de)	9	2.3	365	1.0	40.6
País Vasco	22	5.7	1,977	5.3	89.9
Rioja (La)	6	1.6	370	1.0	61.7
Autonomous City of Ceuta	4	1.0	2,636	7.0	659.0
Autonomous City of Melilla	4	1.0	1,945	5.2	486.3
TOTAL	383	100.0	37,657	100.0	98.3

Chart 26

Centres and average number of daily services according to size of the municipality where the centre is located in 2002

	Centres	%	Average number of daily services	%	Average number of daily services / Centro
Less than 5000 inhabitants	13	3.4	651	1.7	50.1
Between 5001 and 20000	34	8.9	1,184	3.1	34.8
Between 20001 and 50000	47	12.3	1,462	3.9	31.1
Between 50001 and 100000	51	13.3	8,157	21.7	159.9
Between 100001 and 500000	155	40.5	14,936	39.7	96.4
Over 500000	83	21.7	11,267	29.9	135.7
Total	383	100.0	37,657	100.0	98.3

Chart 27

Catering activity according to type of meal and number of services rendered

(Contin-

ues)

	Without services		1 to 10 services		11-50 services	
	Centres	%	Centres	%	Centres	%
Lunch	3	0.9	27	8.5	134	42.3
Dinner	4	1.3	38	12.3	132	42.9
Breakfast	4	1.3	28	9.4	137	46.0
Distribution of sandwiches	0	0.0	13	10.5	40	32.3
Distribution of hot drinks	0	0.0	3	14.3	6	28.6
Total	4	1.0	42	10.9	163	42.1

(Conclusion)

	51-100 services		Over 100 services		Total	
	Centres	%	Centres	%	Centres	%
Lunch	58	18.3	95	30.0	317	100.0
Dinner	55	17.9	79	25.6	308	100.0
Breakfast	56	18.8	73	24.5	298	100.0
Distribution of sandwiches	21	16.9	50	40.3	124	100.0
Distribution of hot drinks	2	9.5	10	47.6	21	100.0
Total	69	17.8	109	28.2	387	100.0

Chart 28

Opening hours of the catering centres according to size of the municipality where the centre is located

(Continues)

	Permanent		Closed 31 days or less		Closed between 32 and 60 days	
	Centres	%	Centres	%	Centres	%
Less than 5000 inhabitants	10	76.9	3	23.1	0	0.0
Between 5001 and 20000	28	82.4	3	8.8	1	2.9
Between 20001 and 50000	34	70.8	8	16.7	1	2.1
Between 50001 and 100000	46	90.2	5	9.8	0	0.0
Between 100001 and 500000	138	87.9	11	7.0	4	2.5
Over 500000	77	91.7	6	7.1	1	1.2
Total	333	86.0	36	9.3	7	1.8

(Conclusion)

	Closed more than 60 days		Total	
	Centres	%	Centres	%
Less than 5000 inhabitants	0	0.0	13	100.0
Between 5001 and 20000	2	5.9	34	100.0
Between 20001 and 50000	5	10.4	48	100.0
Between 50001 and 100000	0	0.0	51	100.0
Between 100001 and 500000	4	2.5	157	100.0
Over 500000	0	0.0	84	100.0
Total	11	2.8	387	100.0

Chart 29

Centres that adapt opening hours by size of the municipality where centre is located

	Breakfast 7:30 –10.00		Lunch 13:00–15:30		Dinner 19:30-22:30	
	Centres	%	Centres	%	Centres	%
Less than 5000 inhabitants	9	69.2	10	76.9	12	92.3
Between 5001 and 20000	19	55.9	30	88.2	30	88.2
Between 20001 and 50000	30	62.5	32	66.7	37	77.1
Between 50001 and 100000	41	80.4	42	82.4	39	76.5
Between 100001 and 500000	108	68.8	121	77.1	106	67.5
Over 500000	51	60.7	61	72.6	55	65.5
Total	258	66.7	296	76.5	279	72.1

Chart 30
Centres according to number of dining hall vacancies and type of centre

	Public		Private		Total	
	Centres	%	Centres	%	Centres	%
No vacancies	2	33.3	4	66.7	6	100.0
1 to 10 vacancies	14	18.4	62	81.6	76	100.0
11 to 50 vacancies	52	26.3	146	73.7	198	100.0
51-100 vacancies	15	28.3	38	71.7	53	100.0
Over 100 vacancies	16	29.6	38	70.4	54	100.0
Total	99	25.6	288	74.4	387	100.0

Chart 31
Total catering services and catering services by centre in 2002 and on 5-11-2003

	2002		2003	
	Average number of services	Services by centre	Number of services	Services by centre
Total services	37,657	98.3	39,086	104.0
Breakfast	9,839	33.4	10,024	34.3
Lunches	16,678	51.6	17,647	55.7
Dinners	11,140	36.3	11,415	38.1

Chart 32
Services rendered according to type of meal and type of centre

	Average number of services in 2002				Services on 2-11-2003			
	Public		Private		Public		Private	
	Services	%	Services	%	Services	%	Services	%
Breakfast	4,077	41.4	5,762	58.6	3,941	39.3	6,083	60.7
Lunch	5,163	31.0	11,515	69.0	5,154	29.2	12,493	70.8
Dinner	4,181	37.5	6,959	62.5	3,949	34.6	7,466	65.4

Chart 33

Personnel according to dedication and autonomous community

Autonomous community	Full time personnel		Part time personnel		Total staff Persons
	Persons	%	Persons	%	
Andalucía	578	31.9	1,232	68.1	1,810
Aragón	136	12.0	994	88.0	1,130
Asturias (Principado de)	82	25.4	241	74.6	323
Balears (Illes)	213	66.4	108	33.6	321
Canarias	335	51.3	318	48.7	653
Cantabria	35	18.3	156	81.7	191
Castilla y León	252	25.2	748	74.8	1,000
Castilla-La Mancha	168	31.9	359	68.1	527
Cataluña	344	28.5	861	71.5	1,205
Comunidad Valenciana	362	34.7	681	65.3	1,043
Extremadura	92	28.7	229	71.3	321
Galicia	230	55.2	187	44.8	417
Madrid (Comunidad de)	758	43.4	987	56.6	1,745
Murcia (Región de)	142	20.6	547	79.4	689
Navarra (Comunidad Foral de)	76	41.1	109	58.9	185
País Vasco	229	27.6	602	72.4	831
Rioja (La)	52	41.9	72	58.1	124
Autonomous City of Ceuta	120	94.5	7	5.5	127
Autonomous City of Melilla	109	94.8	6	5.2	115
TOTAL	4,313	33.8	8,444	66.2	12,757

Chart 34

Personnel according to relationship and autonomous community

Autonomous community	Total employees		Total volunteers		Total others		Total staff Persons
	Persons	%	Persons	%	Persons	%	
Andalucía	393	21.7	1,316	72.7	101	5.6	1,810
Aragón	131	11.6	970	85.8	29	2.6	1,130
Asturias (Principado de)	59	18.3	243	75.2	21	6.5	323
Balears (Illes)	242	75.4	73	22.7	6	1.9	321
Canarias	332	50.8	289	44.3	32	4.9	653
Cantabria	23	12.0	150	78.5	18	9.4	191
Castilla y León	149	14.9	817	81.7	34	3.4	1,000
Castilla-La Mancha	165	31.3	334	63.4	28	5.3	527
Cataluña	409	33.9	710	58.9	86	7.1	1,205
Comunidad Valenciana	372	35.7	602	57.7	69	6.6	1,043
Extremadura	83	25.9	188	58.6	50	15.6	321
Galicia	184	44.1	201	48.2	32	7.7	417
Madrid (Comunidad de)	447	25.6	1,059	60.7	239	13.7	1,745
Murcia (Región de)	140	20.3	526	76.3	23	3.3	689
Navarra (Comunidad Foral de)	43	23.2	136	73.5	6	3.2	185
País Vasco	239	28.8	5,69	68.5	23	2.8	831
Rioja (La)	65	52.4	46	37.1	13	10.5	124
Autonomous City of Ceuta	107	84.3	13	10.2	7	5.5	127
Autonomous City of Melilla	103	89.6	11	9.6	1	0.9	115
TOTAL	3,686	28.9	8,253	64.7	818	6.4	12,757

Chart 35

Personnel according to dedication and size of the municipality where centre is located

	Full time personnel		Part time personnel		Total staff
	Persons	%	Persons	%	Persons
Less than 5000 inhabitants	67	30.6	152	69.4	219
Between 5001 and 20000	218	23.1	725	76.9	943
Between 20001 and 50000	314	30.0	731	70.0	1,045
Between 50001 and 100000	509	43.0	674	57.0	1,183
Between 100001 and 500000	1,940	35.5	3,521	64.5	5,461
Over 500000	1,265	32.4	2,641	67.6	3,906
Total	4,313	33.8	8,444	66.2	12,757

Chart 36

Personnel according to relationship and size of the municipality where centre is located

	Total employees		Total volunteers		Total others		Total staff
	Persons	%	Persons	%	Persons	%	Persons
Less than 5000 inhabitants	42	19.2	134	61.2	43	19.6	219
Between 5001 and 20000	209	22.2	700	74.2	34	3.6	943
Between 20001 and 50000	219	21.0	753	72.1	73	7.0	1,045
Between 50001 and 100000	467	39.5	651	55.0	65	5.5	1,183
Between 100001 and 500000	1,815	33.2	3,403	62.3	243	4.4	5461
Over 500000	934	23.9	2,612	66.9	360	9.2	3,906
Total	3,686	28.9	8,253	64.7	818	6.4	12,757

Chart 37**Personnel according to task and autonomous community** (Continues)

Autonomous Community	Management personnel		Technical personnel		Health personnel	
	Persons	%	Persons	%	Persons	%
Andalucía	111	6.1	294	16.2	103	5.7
Aragón	42	3.7	53	4.7	30	2.7
Asturias (Principado de)	12	3.7	38	11.8	3	0.9
Balears (Illes)	12	3.7	91	28.3	3	0.9
Canarias	28	4.3	187	28.6	8	1.2
Cantabria	9	4.7	13	6.8	6	3.1
Castilla y León	67	6.7	224	22.4	14	1.4
Castilla-La Mancha	53	10.1	121	23.0	18	3.4
Cataluña	61	5.1	172	14.3	41	3.4
Comunidad Valenciana	54	5.2	219	21.0	42	4.0
Extremadura	26	8.1	36	11.2	15	4.7
Galicia	57	13.7	45	10.8	8	1.9
Madrid (Comunidad de)	54	3.1	175	10.0	34	1.9
Murcia (Región de)	45	6.5	87	12.6	10	1.5
Navarra (Comunidad Foral de)	10	5.4	24	13.0	6	3.2
País Vasco	38	4.6	128	15.4	5	0.6
Rioja (La)	8	6.5	39	31.5	5	4.0
Autonomous City of Ceuta	4	3.1	18	14.2	6	4.7
Autonomous City of Melilla	10	8.7	7	6.1	4	3.5
TOTAL	701	5.5	1,971	15.5	361	2.8

(Conclusion)

Autonomous Community	Aux. personnel performing social-educational tasks		Auxiliary administrative and service personnel		Total
	Persons	%	Persons	%	Persons
Andalucía	334	18.5	968	53.5	1,810
Aragón	248	21.9	757	67.0	1,130
Asturias (Principado de)	37	11.5	233	72.1	323
Balears (Illes)	31	9.7	184	57.3	321
Canarias	104	15.9	326	49.9	653
Cantabria	37	19.4	126	66.0	191
Castilla y León	307	30.7	388	38.8	1,000
Castilla-La Mancha	157	29.8	178	33.8	527
Cataluña	427	35.4	504	41.8	1,205
Comunidad Valenciana	237	22.7	491	47.1	1,043
Extremadura	84	26.2	160	49.8	321
Galicia	101	24.2	206	49.4	417
Madrid (Comunidad de)	414	23.7	1,068	61.2	1,745
Murcia (Región de)	371	53.8	176	25.5	689
Navarra (Comunidad Foral de)	95	51.4	50	27.0	185
País Vasco	388	46.7	272	32.7	831
Rioja (La)	31	25.0	41	33.1	124
Autonomous City of Ceuta	35	27.6	64	50.4	127
Autonomous City of Melilla	12	10.4	82	71.3	115
TOTAL	3,450	27.0	6,274	49.2	12,757

Chart 38
Personnel according to task and size of the municipality where centre is located
(Continues)

	Management personnel		Technical personnel		Health personnel	
	Persons	%	Persons	%	Persons	%
Less than 5000 inhabitants	16	7.3	50	22.8	3	1.4
Between 5001 and 20000	107	11.3	85	9.0	24	2.5
Between 20001 and 50000	77	7.4	132	12.6	28	2.7
Between 50001 and 100000	101	8.5	135	11.4	27	2.3
Between 100001 and 500000	249	4.6	1,111	20.3	179	3.3
Over 500000	151	3.9	458	11.7	100	2.6
Total	701	5.5	1,971	15.5	361	2.8

(Conclusion)

	Aux. personnel performing social-educational tasks		Auxiliary administrative and service personnel		Total
	Persons	%	Persons	%	Persons
Less than 5000 inhabitants	21	9.6	129	58.9	219
Between 5001 and 20000	261	27.7	466	49.4	943
Between 20001 and 50000	236	22.6	572	54.7	1,045
Between 50001 and 100000	286	24.2	634	53.6	1,183
Between 100001 and 500000	1,570	28.7	2,352	43.1	5,461
Over 500000	1,076	27.5	2,121	54.3	3,906
Total	3,450	27.0	6,274	49.2	12,757

Chart 39
Centres according to type of main financing source
(Continues)

	Total public administrations		Companies		Total private non-profit institutions	
	Persons	%	Persons	%	Persons	%
Single source of finance	157	28.3%	0	0.0%	38	6.8%
Main source of finance	158	28.5%	2	0.4%	34	6.1%
No main source of finance						

(Conclusion)

	Private donations		Own funds		Total	
	Persons	%	Persons	%	Persons	%
Single source of finance	11	2.0%	17	3.1%	223	40.2%
Main source of finance	24	4.3%	43	7.7%	261	47.0%
No main source of finance					71	12.8%

Chart 40

Proportion of centres according to type of main financing source and autonomous community

(Continues)

Autonomous Community	Administrations	Corporate	Private non-profit institutions
	%	%	%
Andalucía	49.3	0.0	16.9
Aragón	48.5	0.0	30.3
Asturias (Principado de)	46.2	7.7	15.4
Balears (Illes)	73.3	0.0	6.7
Canarias	86.1	0.0	2.8
Cantabria	25.0	0.0	25.0
Castilla y León	44.0	0.0	16.0
Castilla-La Mancha	87.2	0.0	2.6
Cataluña	47.4	0.0	14.0
Comunidad Valenciana	68.0	2.0	10.0
Extremadura	47.1	0.0	17.6
Galicia	48.6	0.0	13.5
Madrid (Comunidad de)	43.9	0.0	7.3
Murcia (Región de)	61.9	0.0	9.5
Navarra (Comunidad Foral de)	28.6	0.0	42.9
País Vasco	67.6	0.0	8.8
Rioja (La)	72.7	0.0	0.0
Autonomous City of Ceuta	25.0	0.0	0.0
Autonomous City of Melilla	100.0	0.0	0.0
TOTAL	56.8	0.4	13.0

(Conclusion)

Autonomous Community	Gifts	Own funds	No main source.
	%	%	%
Andalucía	11.3	11.3	11.3
Aragón	3.0	12.1	6.1
Asturias (Principado de)	0.0	15.4	15.4
Balears (Illes)	6.7	13.3	0.0
Canarias	2.8	0.0	8.3
Cantabria	0.0	0.0	50.0
Castilla y León	2.0	24.0	14.0
Castilla-La Mancha	0.0	5.1	5.1
Cataluña	8.8	12.3	17.5
Comunidad Valenciana	4.0	2.0	14.0
Extremadura	5.9	17.6	11.8
Galicia	10.8	13.5	13.5
Madrid (Comunidad de)	14.6	14.6	19.5
Murcia (Región de)	4.8	9.5	14.3
Navarra (Comunidad Foral de)	0.0	28.6	0.0
País Vasco	8.8	2.9	11.8
Rioja (La)	9.1	0.0	18.2
Autonomous City of Ceuta	0.0	25.0	50.0
Autonomous City of Melilla	0.0	0.0	0.0
TOTAL	6.3	10.8	12.8

Chart 41

Proportion of centres according to main financing source and volume of expenditure

Main financing source	Less than or equal to 100,000€	Between 100,001 and 500,000€	Between 500,001 and 1,000,000€	Over 1,000,000 €	Total
Administrations	50.2	62.6	65.9	62.5	56.8
Corporate	0.7	0.0	0.0	0.0	0.4
Private non-profit institutions	19.6	7.0	4.9	6.3	13.0
Donations	5.5	6.6	9.8	6.3	6.3
Own funds	12.9	8.8	4.9	18.8	10.8
No main source	11.1	15.0	14.6	6.3	12.8