



SNAP 2010

DAY CENTRE FINDINGS

Survey of Needs and Provision 2010

Each year Homeless Link carries out a survey looking at the needs of single homeless people and the service provision they receive. It's in its third year and to collect the data, 500 projects were surveyed including day centres, direct access hostels and 2nd stage accommodation projects. This briefing summarises the findings for day centres, the range of services available and characteristics of this project type.

It is estimated that a total of 3895 clients were seen on an average day by the 58 day centres included in the survey, giving it an average of 67 clients per day centre per day.

Day Centre Sample

Homeless UK data from January 2010 shows that there are a total of 187 day centres. In total, 58 day centres were interviewed in the survey, making up 12% of the total sample of 500 projects.

Table 1 – Regional Breakdown of Sample

REGION	DAY CENTRE N (% of DC sample)	Day centre % of all projects Region
EAST ENGLAND	5 (9%)	8%
EAST MIDLANDS	7 (12%)	25%
LONDON	13 (22%)	21%
NORTH EAST ENGLAND	2 (3%)	7%
NORTH WEST ENGLAND	6 (10%)	7%
SOUTH EAST ENGLAND	13 (22%)	16%
SOUTH WEST ENGLAND	7 (12%)	12%
WEST MIDLANDS	2 (3%)	4%
YORKSHIRE & HUMBERSIDE	3 (5%)	6%
TOTAL	58 (100%)	12%

Staffing in Day Centres

Survey respondents were asked to give an estimate of the number of full-time, part-time and voluntary staff who were working in the project at the time of the survey.

Volunteers are more prevalent in day centres compared to other types of services - day centres have more than twice as many volunteers as they have paid staff (both part and full-time). Day centres also have on average more staff per project than both hostels and 2nd stage accommodation projects.

Table 2 – Staff Numbers in Sample and Sector¹

	Day centre N (%) ²	Hostel N (%) ³	2 nd stage accommodation N (%) ⁴	Total
Full time	490 (20%)	1191 (54%)	2565 (65%)	4246
Part time	236 (10%)	289 (13%)	887 (22%)	1412
Volunteers	1684 (70%)	728 (33%)	521 (13%)	2933
Total in Sample	2410	2208	3973	8591
Total in Sector ⁵	7854	7020	14316	29190

In comparison to last year, the average number of staff reported has increased for day centres and hostels, but has remained the same for 2nd stage accommodation projects. Whilst it is excellent that day centres are able to attract such a high level of volunteers, it highlights the importance of ensuring that these volunteers are properly trained and supported to provide appropriate good quality support and advice to some very vulnerable individuals. It raises the point that there is a risk that, as funding becomes tighter, the reliance on volunteers as opposed to paid staff may increase thereby placing increasing strain on existing staff to ensure continuity of service.

Primary Funding

- 38% of day centres reported fundraising as their primary funding source, which is a reduction of 10% from last year and SNAP 2008, when 48% of day centres reported fundraising as being their primary funding source. This replicates the trends which Homeless Link's Credit Crunch Survey identified, where it was found that over half the charities surveyed reported that personal donations have been affected (52%), while over a third reported that charitable grants (41%) and statutory funding (35%) are affected
- There has been an increase in the number of day centres that are primarily funded by health (3%) and Social Services (9%).

¹ Please note, the sector here only refers to the 3 project types included in this survey, and figures therefore do not include staff who are outreach workers, floating support workers, or office staff such as finance and administration staff.

² N=58

³ N=98

⁴ N=344

⁵ This was calculated by multiplying the average number of staff in each service type by number of projects in the sector.

Primary Funding in Day Centre Sample

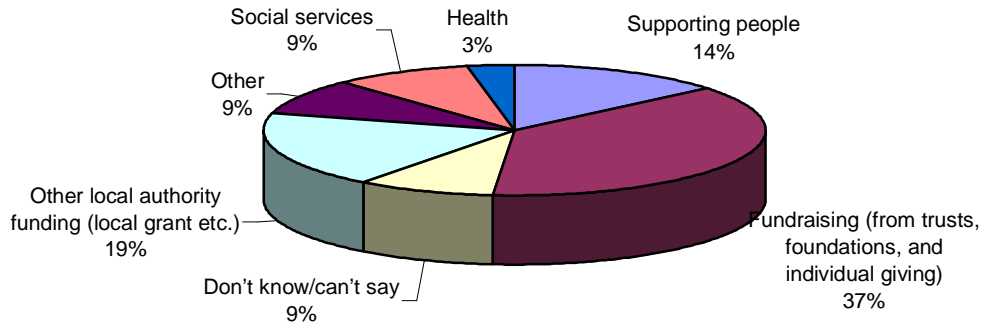


Table 3 – Primary Funding Stream of Projects

Funding stream	Day centres 2010	Hostels 2010	2 nd stage accommodation projects 2010	Total 2010
	% (N)	% (N)	% (N)	% (N)
Fundraising ²	38% (22)	1% (1)	1% (4)	5% (27)
Other local authority funding (local grant etc.)	19% (11)	1% (1)	1% (3)	3% (15)
Supporting people	14% (8)	86% (84)	85% (292)	77% (384)
Social services	9% (5)	0% (0)	1% (3)	2% (8)
Don't know/can't say	9% (5)	6% (6)	3% (11)	4% (22)
Other	9% (5)	1% (1)	1% (5)	2% (11)
Health	3% (2)	0% (0)	0% (0)	0% (2)
Benefit payments	0% (0)	5% (5)	5% (16)	4% (21)
Rent & service charges	0% (0)	0% (0)	3% (9)	2% (9)
LAA/LSP	0% (0)	0% (0)	0% (1)	0% (1)
TOTAL	58	98	344	500

² Funding from trusts, foundations and individual giving

Accessibility of Day Centres

Projects were asked if they ever refused clients, and for what reason. Table 4 illustrates the proportion of day centres that have refused clients for the reasons specified. More than a quarter of day centres interviewed stated that they have refused clients for other reasons, most of them around violence and abusive behaviour.

“If they have been excluded before or have history of extreme violence.”

“Only if they are violent or abusive to staff.”

“If they are troublesome to us or before they enter the building.”

Table 4 – Reasons for refusing access

Refusal reason	Day centre % within project type (N)	Total sample % of projects (N) refusing access
Previously banned	40% (23)	12% (60)
Intoxicated by alcohol/drugs	31% (18)	13% (67)
Other	31% (18)	41% (203)
Never refuse access	17% (10)	10% (48)
Did not meet project criteria	17% (10)	31% (155)
History of arson	3% (2)	32 % (158)
No local connection	3% (2)	2 % (11)
Sexual Offence	2% (1)	20% (99)
Project is full	2% (1)	18% (88)
Mental health problem	2% (1)	3% (15)
Depends on risk assessment	2% (1)	5% (24)
No recourse to public funds	0% (0)	1% (5)
Total N	58	500

Service availability by delivery method in Day Centres

Projects were asked whether they are able to offer specialist services, as well as the delivery method. The specialist services are broken down into drug, alcohol, mental health, physical health, meaningful activity, education, training and employment (ETE), advice, and resettlement. Each of these services were explored in further detail by subcategorising them into specific types. Similarly, delivery methods are categorised into in-house (further subcategorised into delivery by own staff and in partnership with external agency) and external (via referral to an external service). The figures in Table 1 represent the number of projects that are able to offer specialist services, and how these services are delivered.

As figures in Table 1 suggest, almost all of the day centres surveyed are able to offer all the specialist services by one method or another. In general, the most available types of services are **advice** (offered by **98%** of day centres), followed by **ETE** (**97%** of day centres) and **physical health services** (**96%** of day centres). The least available, although the figure is still high, is resettlement services, with 84% of day centres being able to offer services in this area. Certain types of services in the day centres, namely meaningful activity, ETE, and advice services are more likely to be delivered in-house by own staff whilst others requiring more specialist skills such as drug, alcohol, and mental health services are more likely to be available through referral to an external service.

Table 5 - Service Availability in Day Centres by Delivery Type

Type of service	Delivery In-house: By own staff	Delivery In-house: in partnership w/ external agency	Can refer clients to an external service	Service not available	Overall service availability SNAP 2010
Drug services					94.1%
Structured treatment – residential detox/rehab	10% (6)	9% (5)	88% (51)	3% (2)	96.5%
Structured treatment – day programmes	17% (10)	10% (6)	83% (48)	2% (1)	98.3%
Harm minimisation	26% (15)	19% (11)	66% (38)	7% (4)	93.1%
Needle exchange	12% (7)	12% (7)	71% (41)	9% (5)	91.4%
Blood borne virus screening/vaccination	12% (7)	16% (9)	71% (41)	9% (5)	91.4%
Alcohol services					93.7%
Structured treatment – residential detox/rehab	7% (4)	12% (7)	84% (49)	5% (3)	94.8%
Structured treatment – day programmes	10% (6)	12% (7)	79% (46)	5% (3)	94.8%
Harm minimisation	17% (10)	14% (8)	71% (41)	9% (5)	91.4%
Mental health services					93.9%
CMHT services	16% (9)	26% (15)	72% (42)	5% (3)	94.8%
Other talking therapies	29% (17)	21% (12)	72% (42)	3% (2)	96.5%
Other anger management courses	16% (9)	14% (8)	79% (46)	10% (6)	89.6%
Other mediation/relationship counselling	21% (12)	14% (8)	83% (48)	5% (3)	94.8%
Other	10% (6)	3% (2)	7% (4)	79% (46)	20.7%

Type of service	Delivery In-house: By own staff	Delivery In-house: in partnership w/ external agency	Can refer clients to an external service	Service not available	Overall service availability SNAP 2010
Physical health services					96.1%
Nursing care	12% (7)	36% (21)	67% (39)	2% (1)	98.3%
General Practitioner	9% (5)	34% (20)	72% (42)	2% (1)	98.3%
Dental care	7% (4)	12% (7)	83% (48)	3% (2)	96.5%
Alternative therapies	14% (8)	10% (6)	76% (44)	5	91.4%
Eye care	9% (5)	19% (11)	76% (44)	5% (3)	94.8%
Foot care	14% (8)	19% (11)	72% (42)	3% (2)	96.5%
TB screening/contact with TB clinic	9% (5)	19% (11)	76% (44)	3% (2)	96.5%
Sexual health services	17% (10)	19% (11)	79% (46)	3% (2)	96.5%
Meaningful activity					85.1%
Sports/Outward Bound® activities	53% (31)	14% (8)	31% (18)	16% (9)	84.5%
Gardening, farming or environmental projects	48% (28)	3% (2)	36% (21)	24% (14)	75.9%
Arts, music and cultural projects	76% (44)	7% (4)	26% (15)	5% (3)	94.8%
Other	31% (18)	2% (1)	0	67% (39)	32.7%
Education, training and employment (ETE)					97.1%
IT services, computer skills training	57% (33)	17% (10)	41% (24)	2% (1)	98.3%
Literacy/numeracy courses	43% (25)	16% (9)	48% (28)	2% (1)	98.3%
Into work training e.g. personal skills development, employment training & advice	57% (33)	12% (7)	52% (30)	2% (1)	98.3%
Life skills e.g. cooking/budgeting	62% (36)	14% (8)	36% (21)	3% (2)	96.5%
Accredited courses e.g. NVQ	26% (15)	9% (5)	69% (40)	5% (3)	94.8%
General informal adult learning	55% (32)	9% (5)	40% (23)	3% (2)	96.5%
Advice					97.8%
Benefits	81% (47)	14% (8)	36% (21)	2% (1)	98.3%
Debt/financial	67% (39)	16% (9)	48% (28)	2% (1)	98.3%
Legal	28% (16)	17% (10)	74% (43)	2% (1)	98.3%
Housing	55% (43)	17% (10)	38% (22)	3% (2)	96.5%
Resettlement					84.4%
Rent deposit scheme	21% (12)	14% (8)	55% (32)	19% (11)	81%
Resettlement/move on scheme	36% (21)	12% (7)	52% (30)	12% (7)	87.9%

Table 6 - Service access problems by problem type

Type of service	Some clients ineligible	Some clients unsuitable	Sometimes due to client motivation	External Service inadequate	Internal service lacks financial/ staff resources	Internal service lacks suitable premises/ equipment
Drug services	2%	0	17%	18%	7%	0
Structured treatment – residential detox/rehab	3%	0	0	24%	7%	0
Structured treatment – day programmes	3%	0	24%	21%	7%	0
Harm minimisation	2%	0	22%	16%	7%	0
Needle exchange	2%	0	19%	16%	7%	0
Blood borne virus screening/vaccination	2%	0	19%	16%	7%	0
Alcohol services	3%	2%	28%	25%	9%	0
Structured treatment – residential detox/rehab	3%	2%	28%	29%	9%	0
Structured treatment – day programmes	3%	2%	28%	28%	9%	0
Harm minimisation	2%	2%	28%	19%	9%	0
Mental health services	3%	2%	25%	29%	6%	0
CMHT services	5%	2%	26%	29%	5%	0
Other talking therapies	2%	2%	24%	29%	5%	0
Other anger management courses	2%	2%	24%	29%	7%	0
Other mediation/ relationship counselling	2%	2%	24%	29%	5%	0
Other	3%	0	3%	5%	2%	0
Physical health services	2%	10%	13%	1%	0	0
Nursing care	2%	10%	14%	0	0	0
General Practitioner	3%	10%	19%	0	0	0
Dental care	3%	10%	19%	0	0	0
Alternative therapies	2%	9%	9%	2%	0	0
Eye care	2%	9%	10%	2%	0	0
Foot care	2%	9%	12%	2%	0	0
TB screening/contact with TB clinic	2%	10%	10%	2%	0	0
Sexual health services	2%	10%	10%	2%	0	0
Meaningful activity	0	3%	16%	6%	10%	3%
Sports/Outward Bound® activities	0	2%	16%	9%	10%	3%
Gardening, farming or environmental projects	0	5%	14%	5%	10%	3%
Arts, music and cultural projects	0	2%	17%	5%	10%	3%
Other	0	2%	5%	2%	3%	0

Type of service	Some clients ineligible	Some clients unsuitable	Sometimes due to client motivation	External Service inadequate	Internal service lacks financial/ staff resources	Internal service lacks suitable premises/ equipment
Education, training and employment (ETE)	8%	5%	26%	2%	5%	3%
IT services, computer skills training	7%	5%	24%	2%	7%	5%
Literacy/numeracy courses	7%	5%	31%	2%	5%	3%
Into work training e.g. personal skills development, employment training & advice	9%	5%	28%	2%	5%	3%
Life skills e.g. cooking/budgeting	7%	3%	22%	3%	5%	3%
Accredited courses e.g. NVQ	9%	5%	26%	2%	5%	3%
General informal adult learning	9%	5%	22%	2%	5%	2%
Advice	0	2%	13%	2%	4%	2%
Benefits	2%	2%	14%	3%	5%	2%
Debt/financial	0	3%	14%	2%	5%	2%
Legal	0	2%	14%	2%	3%	2%
Housing	0	2%	12%	2%	3%	2%
Resettlement	9%	6%	3%	17%	3%	0
Rent deposit scheme	9%	7%	2%	17%	3%	0
Resettlement/move on scheme	10%	5%	3%	17%	3%	0

Where access problem was mentioned, projects were also asked what type of problem prevented clients from accessing services. For those services which were delivered in-house such as the meaningful activity and ETE, the problem is reported to lie with client motivation for a proportion of the cases. Similarly, for those services which are available through an external organisation via referral such as drug, alcohol, and mental health services, it was reported that the problem was due to external services being inadequate.

Survey participants were asked what they felt was the biggest gap of provision in their area. The most common response given by the day centres surveyed are **the lack of accommodation for clients and problems accessing specialist services.**

“When a person enters hostel from street, the move on from the hostel to other accommodation is awful, doesn’t run smoothly. [It] can be really hard.”

“Lack of emergency accommodation, housing in this area. Never enough rooms for all the people that need the services.”

“I would say support for alcohol misusers is poor. After people complete detox continued support is inadequate. Another issue is people with serious mental issues are difficult to accommodate and there is a lack of appropriate accommodation for them in the area.”

HEALTH PROVISION IN DAY CENTRES

Community Mental Health Team (CMHT) services are delivered by staff in-house in 16% of day centres compared with 3% of hostels, and other talking therapies are delivered in-house by their own staff in 29% of day centres, which only 16% of 2nd stage accommodation projects can offer. Nursing care is offered in-house by 12% of day centres, and 14% of day centres can offer alternative therapies in the same way. Despite this relatively high proportion of in-house health care, 57% of day centres receive no funds from health agencies such as NHS Trusts or Primary Care Trusts. In addition, only 34% of day centres receive any funding from Supporting People.

Client Background in Day Centres

Respondents were asked to estimate the proportion of clients that the day centres have seen from certain background groups. It should be noted that the figures might be challenging to interpret, as these are based on the estimates given by the day centres interviewed and as such, are not exact figures. The difficulty is more extensive in day centres compared to other types of services. Day centres tend to be the 'first port of call' as they offer practical services to clients including laundry, showers, and mailing address. As such, these services would see the biggest number and range of clients, making it difficult to provide exact figures.

Table 7 - Client Background in Day Centres

Client background	Over 75% N (%)	50-75% N (%)	25-49% N (%)	15-24% N (%)	10-14% N (%)	5-9% N (%)	Less than 5% N (%)	None (no demand) N (%)	Don't know N (%)	Don't provide service N (%)
Young people (16-25)	5% (3)	10% (6)	24% (14)	20% (12)	14% (8)	15% (9)	5% (3)	0	3% (2)	2% (1)
Older people (over 50)	2% (1)	9% (5)	17% (10)	22% (13)	31% (18)	5% (3)	5% (3)	2% (1)	3% (2)	3% (2)
Men	74% (43)	21% (12)	5% (3)	0	0	0	0	0	0	0
Women	0	5% (3)	21% (12)	41% (24)	24% (13)	5% (3)	3% (2)	0	0	0
Couples	2% (1)	2% (1)	0	3% (2)	14% (8)	10% (6)	57% (33)	3% (2)	2% (1)	7% (4)
Ex-service personnel	3% (2)	2% (1)	9% (5)	17% (10)	15% (9)	33% (19)	33% (19)	10% (6)	10% (6)	0
Prison leavers	12% (7)	17% (10)	12% (7)	9% (5)	5% (3)	14% (8)	19% (11)	3% (2)	9% (5)	0
Care leavers	0	7% (4)	14% (8)	12% (7)	5% (3)	10% (6)	17% (10)	14% (8)	21% (12)	0
Victims of domestic violence	2% (1)	0	15% (9)	9% (5)	7% (4)	12% (7)	31% (8)	5% (3)	19% (11)	0
Refugees	2% (1)	3% (2)	3% (2)	3% (2)	7% (4)	5% (3)	31% (8)	28% (16)	17% (10)	0

Client background	Over 75% N (%)	50-75% N (%)	25-49% N (%)	15-24% N (%)	10-14% N (%)	5-9% N (%)	Less than 5% N (%)	None (no demand) N (%)	Don't know N (%)	Don't provide service N (%)
Asylum seekers	0	0	2% (1)	2% (1)	5% (3)	12% (7)	33% (19)	28% (16)	19% (11)	0
Eastern European migrants	0	7% (4)	9% (5)	7% (4)	12% (7)	12% (7)	30% (17)	15% (9)	9% (5)	0
Irregular migrants	0	0	0	3% (2)	3% (2)	9% (5)	31% (18)	30% (17)	24% (14)	0
Sex workers	0	0	2% (1)	3% (2)	0	17% (10)	38% (22)	22% (13)	17% (10)	0
Rough sleepers	14% (8)	22% (13)	22% (13)	9% (5)	14% (8)	5% (3)	9% (5)	2% (1)	3% (2)	0
Disabled people	0	0	7% (4)	9% (5)	12% (7)	15% (9)	41% (24)	5% (3)	5% (3)	5% (3)
Black and minority ethnic (BME)	5% (3)	7% (4)	7% (4)	10% (6)	17% (10)	22% (13)	24% (14)	7% (4)	0	0
Lesbian, gay, bisexual and transgender (LGBT)	0	0	0	9% (5)	2% (1)	15% (9)	38% (22)	5% (3)	31% (18)	0
People with mental health issues	17% (10)	22% (13)	31% (18)	10% (6)	3% (2)	3% (2)	3% (2)	0	9% (5)	0
People with learning disabilities	0	7% (4)	22% (13)	15% (9)	7% (4)	12% (7)	17% (10)	3% (2)	14% (8)	2% (1)
Other	0	2% (1)	2% (1)	0	0	0	0	53% (31)	24% (11)	19% (11)
ASBO/ABC	0	2% (1)	2% (1)	7% (4)	9% (5)	10% (6)	22% (13)	29% (17)	19% (11)	0

CLIENT DEMOGRAPHICS BY REGION

Figures in Table 8 show the number of projects who have estimated that a majority of the clients they see (more than 50%) come from the specific background.

Table 8 - Client Demographics by Region [N, (% of day centres in region)]

	Young People (16-25)	Old People (Over 50)	Men	Women	Couples	Ex-Servic e	Prison Leavers	Care Leavers	Victims of Domestic Violence	Refugees	EE Migrants	Rough Sleepers	BME	Mental Health issues	Learning Disability issues	Others
EAST ENGLAND	0	0	5 (100%)	0	0	0	3 (60%)	0	0	0	0	2 (40%)	0	2 (40%)	0	0
EAST MIDLANDS	2 (28%)	0	7 (100%)	0	0	0	1 (14%)	1 (14%)	0	0	0	2 (28%)	1 (14%)	5 (71%)	2 (29%)	0
LONDON	2 (15%)	1 (8%)	11 (85%)	2 (15%)	1 (8%)	0	2 (15%)	0	0	3 (23%)	1 (8%)	5 (38%)	4 (31%)	4 (31%)	0	0
NORTH ENGLAND	1 (50%)	1 (50%)	2 (100%)	0	0	0	0	0	0	0	0	0	0	0	0	0
NORTH WEST ENGLAND	0	1 (17%)	6 (100%)	0	0	1 (17%)	5 (83%)	0	0	0	0	3 (50%)	0	3 (50%)	1 (17%)	1 (17%)
SOUTH EAST ENGLAND	3 (23%)	2 (15%)	13 (100%)	0	0	1 (8%)	3 (23%)	2 (15%)	0	0	2 (15%)	6 (46%)	0	6 (46%)	0	0
SOUTH WEST ENGLAND	1 (14%)	0	6 (86%)	0	0	0	1 (14%)	0	1 (14%)	0	1 (14%)	3 (43%)	1 (14%)	2 (29%)	0	0
WEST MIDLANDS	0	1 (50%)	2 (100%)	0	0	0	1 (50%)	0	0	0	0	0	1 (50%)	1 (50%)	0	0
YORKSHIRE & HUMBERSIDE	0	0	3 (100%)	1 (33%)	1 (33%)	0	1 (33%)	1 (33%)	0	0	0	0	0	0	1 (33%)	0

NOTE: The backgrounds 'Asylum Seekers', 'Irregular Migrants', 'Sex Workers', and 'Lesbian, Gay, Bisexual and Transgender' were not included in the table as none of the projects surveyed indicated that 50% or more of their clients come from these specific backgrounds.