

Food for Thought

**A Review of the
Fáiltiú Food Service**

by Caroline Corr

(This report was written and compiled in 2001).

Acknowledgements

The Research Office would like to thank all the service users who participated in the study.

The Research Office would also like to thank the staff of the Fáiltiú Resource Centre for their encouragement and support during the project. We would also like to thank all the staff and members of the management team who participated in the focus groups and in-depth interviews.

We would like to express sincere thanks to Ann-Marie Rogan for ensuring the continuous progress of the research project.

Table of Contents

List of Tables and Figures	302
Executive Summary	303
Chapter 1 - Introduction	305
Chapter 2 - Literature Review	306
Chapter 3 - Methodology	309
3.1 Focus Groups	309
3.2 Survey	309
3.3 In-depth Interviews	309
3.4 Sample	309
3.5 Data Analysis	311
3.6 Ethical Considerations	311
Chapter 4 - Results	312
4.1 Use of the Fáilteú Food Service	312
4.2 Importance of the Fáilteú Food Service	313
4.3 Sunday Service	315
4.4 Alternative Options for the Fáilteú Food Service	316
4.5 Use of Other Food Services	322
4.6 Fáilteú Resource Centre without the Food Service?	323
Chapter 5 - Conclusion	324
Chapter 6 - Recommendations	325
Chapter 7 - References	327

List of Tables and Figures

Tables

1.1	Food Centres for Homeless People in Dublin	307
3.1	Living Arrangements of Service Users	310

Figures

3.1	Staff Profile	309
3.2	Gender Profile of Service Users	310

Executive Summary

The Fáiltíii Resource Centre merged with the Franciscan Tea Rooms in 1998. One of the tasks of the Centre was to continue serving food to homeless people. The number of homeless people availing of the Food Service has increased dramatically over the past few years. Therefore a review of the Food Service was undertaken in 2001 to explore issues around the value of the Service among staff members and service users.

More specifically, the aims and objectives of this review were:

- to establish whether the Fáiltíii Food Service was necessary; and
- to investigate what alternatives exist for clients.

Interviews were carried out with management, staff and clients. In-depth interviews were carried out with 2 members of the Management Team. Eighteen staff members participated in 3 focus groups. Furthermore, 50 clients participated in the research; 45 completed a short questionnaire while a further 5 participated in a focus group.

The vast majority of clients (n = 43, 86%) of the Fáiltíii Resource Centre used the Food Service. Results showed that the majority of the clients were reliant on the Service as most of them reported using it 4 or 5 times a week. All of those interviewed felt that the Food Service was necessary and should remain a permanent feature of the Fáiltíii Resource Centre. The Food Service was seen as indispensable for older clients. Analysis revealed that the Food Service also acted as a way of attracting new clients into the Centre. This subsequently allows clients to access other services and permits staff to carry out contact work and crisis interventions. Clients explained that they preferred to come to Fáiltíii, rather than other Food Centres, as they felt safe and their friends were there. Therefore, apart from the mere provision of food, the Fáiltíii Food Service also offers clients security and a social network. Many of the clients felt that if the Food Service closed fewer people would frequent Fáiltíii and a lot of homeless people would go hungry. The level of service user satisfaction seemed quite high as most of them felt the service could not be improved.

Over half the clients (n = 25, 57%) reported that they used the Sunday Service. Almost all the clients (n = 35, 97%) felt that the Sunday Service was necessary, as it fills a gap in service provision for homeless people during the weekend.

The results showed that the Food Service has become increasingly popular and is admirably meeting the needs of homeless people. Therefore, in order to respect the needs and aspirations of the clients, the Food Service should remain part of the Fáiltíii Resource Centre. However, recommendations concerning the organisation, staffing and development of the Food Service should be considered, to ensure that the Service meets the nutritional and socialisation needs of its service users, and also those of the staff.

Introduction

In 1998 St Francis Food Centre (The Tea Rooms), which had been run by the Franciscans since 1969, merged with Fáilteú in 1998. One of the tasks of the Centre was to continue serving food to homeless people. The Homeless Initiative suggested that 'the role of food centres is to provide nutritious meals to those who need them in a safe, warm, clean and welcoming environment' (Courtney, 1999).¹ The key aim of the Fáilteú Food Service is to ensure that the basic material needs of homeless service users are met by providing a high quality Food Service and washing and showering facilities. The Service provides breakfast and lunch, 7 days a week. The client services provided within the Fáilteú Food Service include the following:

- Breakfast from 8am to 930am every day providing tea, coffee, toast, cereals (with porridge one day a week and a boiled egg one day a week)
- Lunch every day at 2pm (except Sunday), providing soup, sandwiches, biscuits, yoghurts and fruit
- Sunday lunch at 12 noon, providing soup, chicken, potatoes, vegetables, ice-cream, trifle, tea, coffee and biscuits
- Showering and washing facilities
- Primary needs assessment and referral to other services as appropriate

In 1999 over 26,000 meals were provided at the Fáilteú Food Service. This represents an average of 82 meals every day. An average of 15 persons avails of the washing and showering facilities each week, or 780 per year. In the Fáilteú Resource Centre's 1998 service evaluation, a representative sample of service users were asked about their experience of this service. It was found that 77% used the service at least once a week with 41% eating at Fáilteú everyday. Seventy percent or more of the sample rated the service as good or very good in terms of cleanliness, hygiene and friendliness. However 50% or fewer rated the service as good or very good in terms of heating, food quantity and food quality. These issues were addressed in 1999 with major changes being made in regard to the variety and quality of food on offer. Consequently, the number of homeless people availing of the service has increased dramatically.

In 2001 a review of the Fáilteú Food Service was carried out, as there had been some debate among staff members around its value.

The aims and objectives of this review were:

- to establish whether the Fáilteú Food Service was necessary; and
- to investigate what alternatives exist for clients.

¹ The Homeless Initiative was a partnership of voluntary and statutory agencies working with homeless people in Dublin, Kildare and Wicklow. It was established in late 1996 and it operated under the joint direction of the Eastern Health Board and Dublin Corporation. The aim of the Initiative was to ensure that services for homeless people became more effective, particularly by improving their planning, co-ordination and delivery. The Homeless Agency has now replaced it.

Literature Review

Despite living in a prosperous Ireland, thousands of people frequent Food Centres in Dublin every day to secure meals (Faughnan and Byrne, 1998). This indicates that both food poverty and food deprivation exist in Ireland. Food poverty occurs 'when a particular household cannot obtain supplies of food that are adequate to meet the needs of all members given the customary pattern of allocation within the household' (Faughnan and Byrne, 1998: 2). Food deprivation refers to 'the inadequacy of individual intake relative to individual need. Within households, some individuals may experience food deprivation, despite adequate household supplies' (Faughnan and Byrne, 1998: 2). According to Riches (1997), the existence of food poverty and food deprivation 'violates the domestic and international human rights obligation of first world nations' (1).

As a result of food poverty in Ireland, the Dublin City Food Bank was established in 1998 by the diocesan agency CROSSCARE, to help meet the food requirements of voluntary organisations that cater for the poor of Dublin. The Dublin City Food Bank receives food donated by manufacturers, wholesalers and retailers which provides essential grocery products to organisations catering to those 'at risk' (Faughnan and Byrne, 1998). Riches (1997) points out that Food Banks are 'subject to donor fatigue and run out of food, they cannot necessarily provide nutrition or culturally appropriate food, [and] they depend on volunteers who cannot always be counted upon' (173). Furthermore, he feels that the existence of Food Banks depoliticises hunger as a public issue and therefore deflects attention away from the government.

Homeless people in Ireland are one group who are 'at risk' of suffering from poor nutrition and health (Faughnan and Byrne, 1998, Feeney, *et al*, 2000).² Riches (1997) claims that hunger is a daily concern for the homeless and those living on the streets. Food Centres in Ireland provide the main source of nutrition for the vast majority of homeless people. There are a number of Food Centres for homeless people in Dublin which are displayed in Table 1.1.

Table 1.1 illustrates that there are nine Food Centres for homeless people in Dublin. There are three centres in Dublin offering a breakfast Monday - Friday. All of the 9 services provide a lunch Monday to Friday, with 5 of them catering for homeless people on Saturday but only 2 providing Sunday dinner.

Providing food is an important part of any homeless service given the fact that many homeless people suffer from malnutrition (Gelberg and Linn, 1989). In fact, Evans (1998) views the provision of food as part of the 'health services' to homeless people as it is one of the best ways available to influence their health. According to Evans (1998), homeless people are at 'nutritional risk' as they are forced to eat opportunistically due to circumstances. This is because they eat when they can, to fill up and avoid hunger (Evans, 1998). Even though food is provided for homeless persons by different organisations this does not guarantee that they are eating well. Homeless persons may lack money to buy some meals, their irregular lifestyle may make planning of meals difficult and other problems such as alcohol and drug use can work against the maintenance of a healthy diet (Bines, 1994). Furthermore good nutrition may be almost impossible because of poor facilities for storing or cooking food (Lowry, 1990). The dietary deficiencies homeless people face are lack of fruit and vegetables

² Other groups suffering from poor nutrition and health in Ireland are families living on low incomes, the unemployed, travellers, the elderly, disadvantaged youths, ex-prisoners, victimised women and their dependent children (Faughnan and Byrne, 1998).

TABLE 1.1 FOOD CENTRES FOR HOMELESS PEOPLE IN DUBLIN

Centre	Address	Breakfast	Lunch
Capuchin Day Centre	29 Bow Street Dublin 7	Mon - Sat 10.30am - 11.30am Free breakfast	Mon - Sat 2pm - 3 pm Free hot lunch
CARE	St Michael's Church Marine Road Dun Laoghaire		Mon - Fri 1pm - 2pm Free meal
CROSSCARE	Longford Lane Dublin 8		Mon - Fri 12noon - 1pm 3 course meal - 75 cent
Failtíú Resource Centre	4 Merchants Quay Dublin 8	Mon - Sun 8am - 9.30 am Free Breakfast	Mon - Sat 2pm - 2.45pm Free lunch Sunday 12.00- 12.45pm Free dinner
Guild of the Little Flower	11 Meath Street Dublin 8		Mon - Fri 12 noon - 1pm
Mendicity Institution Trust	Island Street Dublin 8	Mon - Sat 9am - 9.30am Free Breakfast	Mon - Sun 11am - 12 noon Free meal
St Agtha's Food Centre	Portland Row Dublin 1		Mon - Sat 11am - 1pm 4 course meal Minimal Charge Applies
St Brigid's Food Centre	Holies Row Dublin 2		Mon - Sat 12noon - 1.20pm 4 course meal - 60p Minimal Charge Applies
St Joseph's Penny Dinners	Avondale House Cumberland Street Dublin 1		Mon - Fri 12noon - 2pm 4 course meal

Source: Homeless Directory 2002/2003

containing vitamins A, C and E, too much fat, too little carbohydrates, too much sugar and too much salt (Evans, 1998). Furthermore, homeless women also lack iron, folate, zinc and calcium (Evans, 1998). Poor nutrition increases the risk of infections and can lead to stress, higher risks of accidents, loss of energy, as well as mental health problems (Balazs, 1993, Evans, 1998). Malnutrition can also contribute to high rates of morbidity and mortality among rough sleepers (Warnes and Crane, 2000). Furthermore, heavy alcohol usage impacts on the health and nutrition of a person due to displacement of other foods and also impairs absorption of nutrients (Evans, 1998). Generally heavy drinkers have low body stores of vitamins A, B and E, starch, and fibre and their diets are high in sugar and protein (Evans, 1998). The nutritional impact of drug use is often complex and is dependent on the type of drugs being used. Some drugs increase the appetite, while others decrease it (Evans, 1998).

Pieces of the Jigsaw

Lack of food has implications beyond the individual. It acts as a significant force for social polarisation (De Rose *et al.*, 1998). It also brings about biological changes which lead to 'altered behavioural and cognitive functioning, which in turn may condition social, economic and political processes' (De Rose *et al.*, 1998: 15).

Methodology

During the research a combination of qualitative and quantitative methodologies were used.

3.1 Focus Groups

Four focus groups were carried out with staff and clients. Focus groups were chosen as they are 'ideal for exploring people's experiences, opinions, wishes and concerns' (Kitzinger and Barbour, 1999: 5). The aims of the focus groups were to stimulate discussion among participants and to use group interaction to generate data.

3.2 Survey

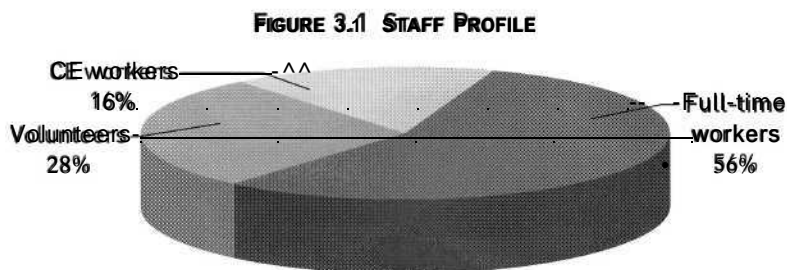
A survey was carried out among forty-five clients. The sample was a convenience sample which involves 'choosing the nearest and most convenient persons to act as respondents. The process is continued until the required sample size has been reached' (Robson, 1998: 141).

3.3 In-depth Interviews

As already mentioned, two members of the management team participated in in-depth focused interviews. This involved discussing a list of topics in order to elicit detailed information on the organisation and development of the Fáilteú Food Service.

3.4 Sample

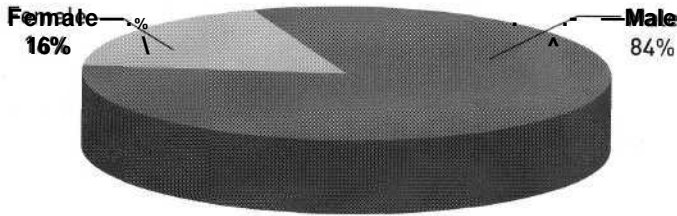
Two members of the management team took part in in-depth interviews. Eighteen staff members participated in 3 focus groups. Figure 3.1 shows that over half were full-time workers ($n = 10$, 56%), more than a quarter were volunteers ($n = 5$, 28%) and 3 were Community Employment workers (16%).



The staff had been working at the Fáilteú Resource Centre for an average of 2 years (minimum = 2 weeks, maximum = 5 years).

Fifty clients participated in the research, 45 completed a short questionnaire while a further 5 participated in a focus group. Figure 3.2 illustrates that of the 50 clients who participated in the research the vast majority were male (n = 42, 84%) while only 8 (16%) were female.

FIGURE 3.2 GENDER PROFILE OF SERVICE USERS



Although the majority of service users were male, there has been a substantial increase in the number of female service users from 2% in 1992 (McKeown *et al*, 1993). This is consistent with other studies which have found there are increasing numbers of women among the homeless (Smith, 1999). Nevertheless, this increase is not surprising considering that many B&Bs which cater for women and children other require them to leave their accommodation during the day (Houghton and Hickey, 2000).

The mean age of clients was 36.5 years (range = 18 - 72 years). The vast majority of respondents were younger than 45 years (n = 37, 77%) and only 23% (n = 11) were over 45. This indicates that the profile of Fáilteú's service users has changed dramatically in the last decade. In 1992, 72% of the users were over 40 years of age (McKeown *et al*, 1993). This supports international literature, which suggests that the homeless population is getting younger (Edgar *et al*, 1999).

All respondents were asked where they were currently living. The following table shows the types of accommodation used by the clients.

TABLE 3.1 LIVING ARRANGEMENTS OF SERVICE USERS

Accommodation	Number	Percentage (%)
Emergency hostel	20	41
Sleeping rough	11	23
Local Authority flat/house	8	16
Family home	4	8
B&B accommodation	3	6
Transitional housing	2	4
Friends	1	2

A substantial number of the respondents were staying in hostels (n = 20, 41%) while over a fifth were sleeping rough (n = 11, 23%). Eight respondents (16%) reported living in local authority housing while 4 (8%) were living in their family home. Three respondents (6%) were staying in B&B accommodation, 2 (4%) in transitional housing and 1 respondent was staying with friends. The large percentage of clients staying in emergency accommodation or sleeping rough has implications for the development of the Fáilteú Food Service. Evans (1998) found in her research in two London day centres that there was an association between reliance on food service and accommodation status. Her research showed that rough sleepers especially, followed by hostel dwellers, were more dependent on food services than other groups.

The respondents reported attending the Fáilteú Resource Centre for a mean of almost 2 years (23 months). However, 50% (n = 23) of the respondents had been attending Fáilteú for 15 months or less. Almost a quarter of the respondents (n = 11, 24%) reported attending Fáilteú for 5 years (i.e. since it opened).

3. 5 Data Analysis

The survey data were analysed using SPSS for Windows. The data were converted to percentages and descriptive statistics were used such as the mean, median and mode. Crosstabulations were used to examine the relationship between two variables. The qualitative data were analysed using axial coding which 'allows the researcher to fracture the data and to reassemble it in new ways' (Kreuger, 1994: 128). Therefore the data were coded into different themes and ideas.

3.6 Ethical Considerations

All participants in the research were assured that participation was anonymous and confidential. Therefore all respondents were given pseudonyms.

Results

The following section outlines the results from the in-depth interviews, focus groups and survey. The analysis examines the extent of use of the Fáilteú Food Service and the importance of the Food Service for the clients. Thereafter, alternative options for the Food Service and the possibility of clients using other Food Services are assessed. Finally, the implications if the Fáilteú Food Service closed are discussed.

4.1 Use of the Fáilteú Food Service

The vast majority of clients (n = 43, 86%) reported using the Food Service. This suggests that there is an increasing demand on the Food Service as this is a 9% increase on the 77% using the service in 1999. Those who did not use the Food Service tended to live at home or in hostels which provided food. Nevertheless, they still felt that the Food Service was essential for other clients.

There are people out there who are starvin 'sometimes and they need food. Maybe not me but I've seen men and women out there starvin' and they need somethin 'sometimes.

(Male client, 41 years)

There are some people who do need it as a service for food [...] A lot of people are sleeping rough and people who live alone who mightn 't look after themselves properly, they need it.

(Member of Management Team)

I'd be there and I'd see all the people that are hungry. I'd see them queuin 'up outside. Oh, it's bad.

(Male client, 38 years)

This is precisely the group of people Fáilteú wished to target with the Food Service. The organisation believes that basic human values dictate that all persons have a right to food, as well as shelter and care:

The whole initial response to social justice in Merchants Quay was around food, was around the cup of tea and a sandwich for homeless people.

(Member of Management Team)

Yesterday for example we closed and we said we would just keep it open for crisis and somebody literally came to the door and literally she was starving. She literally just had a piece of bread and a banana.

(CE Worker, 2 years)

Other clients who did not use the Food Service were those with alcohol or drug problems:

/ don't use the breakfast service at all. I used to, on the odd occasion. I find it very hard to keep the food down; you know when you 're drinkin'a lot. Maybe I might eat in the afternoon.

Interviewer: So is the Food Service important for you?

Not really, no. I've been drinkin' for 15 years so anything I eat comes straight back up.

(Male client, 30 years)

The clients who reported using the Food Service availed of it on average 4 times a week although 50% (n = 19) reported using the Food Service every day. This is a substantial increase on the 41% of service users who reported eating at Fáiltiú everyday in 1999. This is a further indication of the increasing popularity of the service.

Shower facilities are another service the clients can avail of through the Food Service. Almost half the clients (n = 22, 49%) reported using this service. This is a huge increase on the 13% who reported using the washing facilities in 1992 (McKeown, *et al*, 1993).

The substantial increase in the percentage of service users using the Food Service from 1999 to 2001 suggests that it is becoming increasingly popular. Furthermore, the frequency of use indicates how reliant many of the clients are on the service.

4.2 Importance of the Fáiltiú Food Service

There was unanimous agreement among the clients that the Food Service was necessary and should remain a permanent feature of the Fáiltiú Resource Centre (n = 50, 100%). Clients claimed that there are twice as many people frequenting the Fáiltiú Resource Centre since it introduced the Food Service in 1998 and the staff also noticed this increase.

The staff felt that breakfast was an essential part of the Food Service:

R1 I definitely think the breakfast is important. There's a demand for the breakfast, all right.

(Full-time worker, 2 and a half years)

R4 It's very busy, it's very busy [breakfast] and there's always clients coming in and there's a queue at the door. It is the most important meal of the day and it might be the only meal the clients get during the day.

(Full-time worker, 2 years)

The prevalent feeling among clients and staff was that the Food Service was indispensable for older clients.

R For the older generation, it's very handy for them.

(Male client, 41 years)

R3 I think it's especially important for older clients [...] I mean, older men value it and I think if there was no lunches here they wouldn't come in here and I think it would be a loss for them [...] A lot of older clients really look forward to seeing their friends here and they can connect with us [...] I was talking to an older man one day and he said 'I love coming in here for my lunch'. He said 'I know it's only a sandwich we get', but it meant so much to him.

(Full-time worker, 2 years)

The staff also felt that the Food Service was extremely valuable for drug users.

R1 I think it's essential for some people. Some people it's literally all they eat. Especially for those on drugs. You can brush it off but it's a main meal for a lot of them. And some of them only eat an ice-cream. Some of them are so sick they only eat an ice-cream, you know, whatever. So you just don't know that it's essential for some people.

(CE Worker, 2 years)

The results showed that the Food Service also acted as a way of attracting new clients into the service. A substantial number of clients *first* came to the Fáiltiú Resource Centre for food (n = 11, 22%). Others first

Pieces of the Jigsaw

came for the company/chat (n = 9, 18%), because it was free (n = 9, 18%), because they were homeless (n = 6, 12%) and because they heard about it from their friends (n = 6, 12%).

The results from the survey and focus groups indicated that clients accessed others services through the Food Service.

Cos some like to come in and have a bit of a chat and then they might say 'can you make a phonecall here? God I didn 't know that'. Even at tables during dinner you would hear them saying, 'do you know you can get that here?'

(CE Worker, 2 years)

Among those who first came to Fáilteú to use the Food Service, almost three-quarters of them (73%, n = 8) accessed other services through the Food Service. Overall, almost two-thirds of those interviewed (n = 32, 64%) reported using other services at the Fáilteú Resource Centre. Over half the respondents (n = 17, 55%) reported using the telephone to access the Homeless Person's Unit and similar agencies. The second most popular service was the Information and Advice Service (n = 13, 42%). Less than one in ten reported using the mailing system, the Oasis Programme or a key worker.

Despite the fact that many clients accessed other services through the Food Service, some of the staff were concerned that providing food twice a day jeopardised their contact work.

R1 I certainly think that although we can do contact work everything is rush, rush, rush, rush, rush.

(Full-time worker, 2 and a half years)

R5 I feel in the old Fáilteú our first priority was the clients, and the contact, and since we have moved over here I feel that we don't have as much time for the clients as we did in the old Fáilteú.

(Full-time worker)

R3 I agree. We 're givin 'a little bit of everything and Fd prefer to do less food so we can focus in on helping people get strong and that, rather than just food as we 're running all over the place. The food is good but then you need the manpower to link in with other people.

(CE Worker, 1 year)

R8 If you are on the table for contact work, a lot of the time during lunch the tables are really, really dirty, and if you 're talking with someone, and you 're doing a contact, you are asked to get a cup of tea and get the place clean. You know and it has to be tidy.

(Full-time worker, 8 months)

However, other workers felt that it was the lack of space at the Fáilteú Resource Centre, rather than the Food Service, that had a negative impact on their contact work:

R5 I feel over the last few months we 've done more contact work than we 've ever had, and we'd win a lot more contacts than we've ever done before. The problem is the fact that we don't have enough contact rooms. That's what's causing the problem where contact work is concerned.³

(Volunteer)

Nevertheless, overall the staff felt the Food Service facilitated contact work and crisis interventions:

R1 We make interventions when the clients are having their food.

(CE Worker, 2 years)

³ Members of the management team acknowledged this problem and strategies are being put in place to address the lack of space.

R3 Some of them would be in a state when they come in and you can give them a cup of tea [...]

(CE Worker, 1 year and 7 months)

R4 Yeah, we can offer great support to them through the Food Service. We don't need an excuse; we can chat to them when they're having their sandwiches.

(Full-time worker, 2 years)

This was also reiterated by the clients:

You can get more involved with the staff when you come in for the food [...] I get on well with the contact workers. They know what's going on. They know why you're in bad form and they'd sit down and talk to you about it.

(Male client, 38 years)

Similarly the co-ordinator of SKIDS, an Australian organisation targeted at young homeless people, reported that they use food as a means of 'breaking the ice' with young homeless people. He explained that;

we use food as an icebreaker to win some trust so that we can be a support or backstop if they want that (Wilson, 1997: 30).

Importantly, some of the workers acknowledged that not all clients are going to approach the staff for advice or help. Therefore the Food Service gives staff the opportunity to gauge the level of assistance clients may require:

R6 Especially the younger clients coming in [...] Those kind of people wouldn't come to the door asking for help [...] I think we can access them rather than in some cases them accessing us. Like we can see if people are slipping and we can watch them and talk to them without them asking for help.

(Full-time worker)

R1 A lot of people wouldn't come in looking for help without the food. Or at least when they first come in, it is for food. There is a need there.

(Full-time worker, 2 and half years)

R7 I think the thing about providing the food is that they don't have to knock on the door. They can just come in and have a cup of tea and a sandwich. Whereas if the sandwich wasn't there they need a reason to come in [...]

(Full-time worker)

R4 I think people come into us and they can meet their friends, and that's the way they like it. And when they come in for food, they don't have to ask for help, you can notice their different moods and things like that and then you can go in and make a crisis intervention.

(Full-time worker, 2 years)

The results showed that the Food Service is very popular among the clients, especially older clients, and many of them are dependent on the Service. The analysis also revealed that the Food Service acts as a way of attracting new clients into the Service. This subsequently allows clients to access other services and permits staff to carry out contact work and crisis interventions.

4.3 Sunday Service

Over half the clients (n = 25, 57%) reported that they used the Sunday Service. Almost all the clients (n = 35, 97%) felt that this service is necessary, especially as there are so few Food Centres in Dublin open on Sundays. In fact, the Sunday Service was deemed even more important by clients than the weekly breakfast and lunch.

When I used to come from there on a Sunday it would be a nice dinner out. So I think if you took that away that would be a sad thing for people that haven't got a hostel or anything. It's

Pieces of the Jigsaw

a good dinner, it's a good dinner on a Sunday, chicken and you get a pudding as well, coffee and tea.

(Male client, 41 years)

That's the only food some people get on a Sunday. That's what I'm saying. It makes you feel good. I used to walk away, that's it, the day was mine, you know, you could walk out anywhere.

(Male client, 30 years)

While most of the clients seemed content with the cutting back of the daily lunch service, they were adamant that this could not be done with the Sunday Service.

Yeah maybe if you didn't take it all away [daily lunch] but made some alterations. But not Sunday, you couldn't take that away.

(Male client, 38 years)

You know Sunday, you pay 25 pence but it's for the most gorgeous Sunday dinner you could get. But so many people turn up on Sunday as well. It's very, very, important. And if you took that away from them you're going to see a lot of lonely, sad people, you know. You know it's only a dinner. And it's for people who need it the most. It's only a dinner. I don't think you should take that away, you know.

(Male client, 38 years)

Moreover, a member of the management team also pointed out that the Sunday Service offers greater nutritional value than the daily Food Service.

Yes. I think the meal on a Sunday has reasonable nutritional value. It has meat and 2 veg, you know. It's quite basic but at least it would have those basic components.

(Member of management team)

Overall, the Sunday Service was valued by the clients as it fills a gap in service provision for homeless people during the weekend.

UM Alternative options for the Fáilteú Food Service

The vast majority of clients interviewed (n = 33, 70%) felt that the Food Service could not be improved and many stated that the staff did their best with the resources available. Among those who thought the Food Service could be improved 4 clients (9%) recommended that dinner should be served instead of sandwiches. However, discussions with the staff revealed that they felt this was not feasible. The staff felt that if they began serving dinner again they would lose their identity as a Drop-in Centre and Information and Advice Service. In fact, some staff members already felt they were losing this identity:

R4 I mean the set up over there is a Food Service, it's not a crisis intervention set up, as there are not enough rooms. Like we give the impression it's a Food Service anyway because of the way that the kitchen is set up and the tables.

(Full-time worker, 1 year)

R4 We're still not clear about what we are about over there, whether we are a Food Service, a crisis intervention, or what.

(Full-time worker, 2 years)

R3 Yeah when we walk in there we have to wear so many different hats and we don't know what we are.

(Full-time worker, 2 years)

Part of this identity crisis is due to the fact that hitherto the Food Service served dinner at lunchtime.

It was really a big thing when we were cooking. We were doing rashers and frying eggs but we've cut down to sandwiches and they're much easier to mange.

(Volunteer, 10 months)

Definitely going back 7 or 8 months ago there was a problem with identity where people didn't know if we were going to end up a Food Service or a Contact Centre or a Drop-in Centre or whatever and it was happening then, we didn't see many contacts going on at all. I feel it has turned back around again. We're doing it now during breakfast, which we never did before and we're doing it now during the lunch hour, which we never did before.

(Volunteer)

Therefore, the staff reached a compromise and reduced the Food Service to soup and sandwiches instead of dinner. This has satisfied most staff members.

R3 I would have been one of the people who thought it [the Food Service] should go. But I don't think there's any harm in the sandwiches at lunch now. That doesn't seem to cause the same amount of conflict as the food before was.

(Full-time worker, 2 years)

R4 When we used to have the chickens and things, it was really difficult. I think since it's gone to sandwiches it's much better. And since we introduced the paper plates it's reduced the dishwashing, and taken the pressure off resources and all that.

(Full-time worker, 2 years)

R3 I think what we were doing was too much but what we're doing now is right, keeping it very basic, just a sandwich and soup works okay

(Full-time worker, 2 years)

Similar to the staff, most of the clients supported the move from dinner to soup and sandwiches at lunch time.

The staff also felt that the handing out of treats⁴ was also jeopardising their contact work:

R2 I think the treats should go, I definitely think the treats should go. Definitely, they should go. We seem to be on the floor all the time; stuff is coming in and going out on trays.

(Volunteer)

R8 I think it's nice to have treats.

(Full-time worker, 8 months)

R4 I think there's something nice though givin' them a treat with a sandwich.

(Full-time worker, 2 years)

Some workers changed their position on the value of treats after the discussion and it was agreed that treats might be given out once a week. The management supported this:

I think we need the flexibility. I think we need treats being given out at least once a week but also for bad occasions for a wet day or day like you feel like celebrating. It's also about your flexibility, rather than spontaneity.

(Member of Management Team)

Some of the clients requested greater variety in food, improvements in food hygiene and advice on nutrition. The absence of nutritional food was one criticism a member of the management team had concerning the Food Service:

I think we should look at it to produce more nutritional food, that is tasty as well, then it would have the benefit of being a good nutritional intervention as well as being an engagement strategy. I think it is not as nutritional as it could be. It probably fills a space all right; it's very bloaty I think. There's a lot of bread I think, a lot of carbohydrates and all that,

⁴ Donations from the Dublin Food Bank including fruit, ice-cream, chocolate etc.

you know. I think we fall down there. I think we could develop it more, you know in terms of nutritional value [...] The daily food service isn't nutritional. It's all toast in the morning and sticky buns and donuts or whatever, that sort of stuff and sandwiches, cheese sandwiches. It certainly fills people up and that helps obviously, and people like that sort of food.

(Member of Management Team)

This would indicate that while the Food Service offers *access* to food, the nutritional value is questionable. It is important to maximise the nutritional potential of food served, as according to Evans (1998) this is one of the 'strongest ways available to influence the health of the people day centres serve' (1).

Different options were discussed with the clients and staff on how the Food Service could be improved and developed. The clients in the focus group suggested allowing service users, whom the staff trusted, to help out in the kitchen to relieve some of the pressure on the staff.

You need more staff and I know people who 'd be better themselves if their own was up there. I'd be willing to walk up to the hatch, take soup off the people in the kitchen and hand it around the tables [...] but I'd do it quick, do it right and do it properly. Take up all the mess. Make sure that the staff are given a rest. Make sure there's no dirt and that all the tables are clean. So you don't have to worry that it's done properly [...] The people who get the job should be the people who use Fdiltiú, who they know is going to be there who won't let them down, who get stuck in, who won't run away from their duties. If they come over to me and say 'Johnny you 're on the washin' up'. I'll fuckin' do the washing up. I won't go 7 did the washin' up yesterday', I'll just get stuck in. I won't ask why. I'll know I'm doin' somethin' good, cleanin'.

(Male client, 38 years)

However, staff members pointed out that this system had been tried but failed:

R7 I have experience of the clients working in the kitchens in the Tea Rooms and we have concrete examples of people smoking in the kitchens, people coughing over the food, people being sick, we had more clients at that stage than we ever had. So we actually did that but it just didn't work.

(Full-time worker)

R3 I don't think the clients should be allowed to work in the kitchens because it was very difficult then to change from being a staff member to being a client at a different stage. I don't think it would ever work, I think it would be very wrong.

(Full-time worker, 2 years)

Literature on homeless services would also disfavour clients working in a Service:

An individual may switch from being a day centre user one day to a volunteer at the centre the next day. This can lead to complications and cause conflict, resentment and confusion for the individual, other users and staff. It also does not encourage a resettled person to leave the homeless circuit. If a formerly homeless person is ready to work as a volunteer, he or she should be supported and encouraged to do so at a 'non-homeless' community project (Warnes and Crane, 2000: 158).

Other suggestions were made on how the Food Service could be operated. A few workers and clients thought a CERT team could be employed.⁵ However the management were doubtful whether this approach would work.

I'm not sure whether a CERT course would work there or not, because we need to be careful what area we recruit members from.

(Member of Management Team)

⁵ CERT is the national body responsible for training and development in the Irish tourism and hospitality industry. It has developed an accredited food science training module for apprentice chefs.

Some members of the management team favoured introducing a social economy programme instead of a CERT course.⁶

It's about having people specifically designated to do the catering, you know. But that would have to be valued, you know, that whole intervention, you know so they're not like the cleaners, or something like that. I think it is an important intervention.

(Member the Management Team)

However one member of the management team pointed out that the introduction of a social economy programme would split staff along a professional/non-professional dichotomy and as a result those working in the Food Service would feel undervalued.

There are those still in the staffing group who don't see food as a necessary priority. There are people who don't value pouring out a cup of tea, or who don't see a value in pouring out a cup of tea, or making a sandwich, that it's a bit beneath what the professionals should be doing [...]. The Food Service and the giving out of food and the having the cup of tea, or having a little chat at the hatch, where somebody is coming up to have something to eat, that's contact as well.

(Member of Management Team)

Despite these management fears that workers may feel under-valued working in the Food Service, some workers already appreciated the importance of this intervention:

R3 To me when I make the sandwiches I make them the way I would for my family at home. That's my thinkin'. I'll serve it with the same care. It just comes across; I don't care what anyone says, if your feelings go out for me that's just so important. That's just my feelings on it and most, only 1 or 2 just don't like the kitchen.

(CE worker, a year and a half)

In fact, some staff members seemed quite content to work in the Food Service and they reported that the staff roster was flexible enough to accommodate staff preferences.

R1 I'm happy to work in the kitchen. There are other jobs that other people wouldn't like to do [...] If people really don't want to do it, they shouldn't be forced to do it. I think you should accept there is a small minority, a very small minority that just don't want to be there and I think that's acceptable enough.

(CE Worker, 2 years)

R3 I'm only talking about 2 people in the whole team, they come into the kitchen and there is no point in having them there. They just walk around, put the water into the coffee. I mean, I'd be better in the kitchen than they would. I'd do jobs that I wouldn't want to do and would be much better so I would be quite happy you know doing extra shifts in the kitchen and let them do what they are better at. That's just my thinkin' on it.

(CE Worker, 1 and half years)

R3 It's fair [staff roster] in the sense like you're given your role and if you really don't want to do it or you want to change it you can say and that's what I mean by fair. I would probably be in the kitchen more than others but that's fine with me, I've absolutely no

⁶ The social economy embraces all groups, which trade for a social purpose and whose primary objectives are not a return on capital. The key principles of social economy organisations are to provide a resource for the local community, and to involve local community ownership. The aims of social economy programmes are to encourage local economic initiatives to keep money in the local economy and to provide the basis to counter social exclusion. FAS are particularly interested in providing support to social economy enterprises providing employment opportunities for the long-term unemployed and disadvantaged groups.

Pieces of the Jigsaw

problem with that [...] What I mean by fair is that you can change it. I mean. I think that's fair.

(CE Worker, 1 and half years)

However, it would have to be noted that there were more CE workers and volunteers than full-time staff who reported they enjoyed working in the kitchen.

As a result of the Fáilteú Resource Centre evolving from a volunteered service each of the staff members participate in work in all its services. However it was suggested that staff should specialise in different roles:

I think that if we recognise the value of the food intervention and then recognise the value of different disciplines within it and try to make that more specific so that we have people who's sole role revolves around catering, who feel valued in that and are valued by the rest of the team for the quality intervention that they make there. Then you have other people who work on the floor and are much more skilled. If we could rest those issues I think that would be very helpful and it would bring up the quality of food. And take the burden off the other people as well, that people who weren't specialised in the catering, won't do the catering then, they'd just do the other work.

(Member of Management Team)

However this would only work if all staff members appreciated the value of the Food Service:

I think we need to work on the attitude of workers towards the Food Service and valuing the Food Service, as we do the contact service, so we don't have a two-tiered system.

(Member of Management Team)

The staff also raised the problem of not having strict opening times for the Food Service:

R5 I think another fault is that we're not very strict on the time limit, we are always bending the rules. Like we close at a quarter to 3 but we still make exceptions, for when they come in. Like there should be notices up around the place.

(Full-time worker)

Clients also suggested that the opening times of the Food Service should be clearly displayed in the Centre. If there were strict opening times this would mean that staff could concentrate on food during the Food Service's opening times and the rest of the time focus on other services.

I think in the morning time and in the afternoon, if they could give the primary focus in the morning, say from 9 to 10 and 2 to 3, if there's a primary focus or 50/50 focus on food against contact that would be a better way of running it. During the breakfast time, if the primary focus is on food and the secondary focus is on contact and the contact is only done as an emergency, kind of urgency basis, then if contact can be done from 1030 to 1230, and the primary focus from 1030 to 1230 is contact work, the secondary work being a cup of tea or coffee. Then it should be the same in the afternoon. From 2 to 245 the primary focus is food. Then from 245 to 430 again the primary focus can be contact. That's the way I would see as a way round it.

(Member of Management Team)

In addition to agreeing to strict opening times, the staff also felt that the key worker should decide crisis cases after the closing time of the Food Service.

Another suggestion, mentioned less frequently by the clients, was that a queue system should be introduced. The management also advocated this:

Maybe for the first 10 or 15 minutes having 3 or 4 people in the kitchen and focusing on a quicker service in the mornings because the queue is a volatile place.

(Member of Management Team)

A few staff members also felt that if some workers started working before the Service opened (i.e. before 9a.m.), this would relieve pressure on the team and would also prevent a queue forming.⁷

/ come in at quarter to 9 and there would always be something to do and to give a hand. Because it's not a problem, and I think that maybe 2 or 3 people should come in at quarter to 9 to give a hand. It's a lot of work for one person. And then when it comes to 10 to 9 everything is ready to be served. It's all about not enough staff.

(Volunteer)

Furthermore, some staff workers felt that if shifts were staggered the service may not need to close during the day.

/ think we shouldn't close for lunch hour but I think we need to look at staggering lunch hours. If we look at where the service impacts negatively on the local community, around opening and closing times, it's when people are queuing up early in the morning to get in at 9 o'clock. It's also about putting people out at half twelve and then they're queuing up again at 2. Whereas, if it was open it would alleviate some of those problems. Particularly in the morning, if we opened much earlier, we wouldn't have people congregating outside; we wouldn't have people sleeping in the church. So I'm in favour of opening at 9 and there are resource issues around that but I think we can address those, or I'm confident that we can, obviously. A lot of time is spent on meetings. That's because they have 2 different staff, those that come in the morning and they have their wind-down in the morning then they have people in, in the afternoon. I suppose you don't want to lose the value of that, and you want to be able to support staff but I think we have to look at how that can be done, you know, other ways of doing that, or managing that.

(Member of Management Team)

The service users also proposed that the Service should open on a Saturday.⁸ When this was put to the management team, they felt that resources could be found to accommodate this.

I'd say on a Saturday, it could be possible to get more volunteers or more sessional people to come in to do a Saturday [...] I think we need to be, because homeless and poverty and drug use is a 7 day, 365 days of the year phenomenon, I think we have to, and that's part of the history and ethos.

(Member of Management Team)

One other issue the staff raised in relation to the Food Service was the lack of up-to-date equipment in the kitchen.

R5 You need 2 dishwashers in that kitchen, I mean, because if you had another dishwasher in that place that would be half the battle over, it really would, like the dishwasher we had in the old Fáiltiú.

(Full-time worker)

R2 If you had the one they have over there where you just push it down and up, it takes 3 minutes, then you would have no problem. The work would be half. The last time we were told that it was far too dear.

(Volunteer, 2 years)

R1 But if it's going to relieve the pressure of people in the kitchen. We're working in the kitchen and we're catering for at least 200 people a day, we have a Mickey Mouse toaster [...] we haven't got a proper dishwasher, you're scrubbing pots, you're washing loads of

⁷ Since this report was written, the Fáiltiú Resource Centre now opens at 0715, 7 days a week.

⁸ Since this review was carried out, the Fáiltiú Resource Centre now opens on Saturday from 07.15 - 0930; 1030 - 1230; 1400- 1630.

Pieces of the Jigsaw

plates, and that's what the problem is. You need proper things in that kitchen to get it going and then there would be no problem.

(Volunteer, 3 years)

According to the management team this was a realistic request.

That's something that could be addressed, certainly in terms of the renovations that we're going to do, or the alterations that we're going to do. We're going to put in the utility room, we can move some of the equipment out and we can revamp the equipment and look at what is needed there.

(Member of the Management Team)

In relation to the delivery of the Food Service, the clients seemed content as most of them felt the service could not be improved. However, there were several recommendations made. Suggestions were made about staffing the Food Service in a different way, either with a CERT course or social economy programme. While it was evident that service users valued the Food Service it was questionable whether all staff members recognised the importance of it. Therefore it was recommended that there should be staff training to promote the value and necessity of the Food Service. Clients and management questioned the nutritional value of the food provided. Therefore it was advised to examine the nutritional value of the food while also providing more variety and advice on nutrition. Operational suggestions that were made included stricter opening times, staggering staff shifts and opening the Centre longer.

4.5 Use of other Food Services

The clients were asked about using other Food Services in Dublin. Over a quarter of them (n = 13, 26%) did not use other Food Services. Among those who used other Services, Church Street was the most popular (n = 22, 44%) followed by the Little Flower (n = 12, 24%). Only 3 people (6%) reported using Focus Ireland Coffee Shop and 2 others (4%) used Holies Street. One third of the clients (n = 9, 33%) liked these Services, although 3 clients (11%) did not like them and over half the clients (n = 15, 56%) claimed these Centres were not as good as Fáiltiú. Many of them explained they preferred to come to Fáiltiú as the food is provided in a safe and friendly environment.

/ like comin' to Fáiltiú. I like the people who come here.

(Male client, 30 years)

The people that use Fáiltiú are people that know the people there. You feel safe there. They've nowhere else to go. You don't feel safe going to other places. You don't want to cross the bridge. You just want somewhere to go where you can see your own people. When you go to Fáiltiú you can sit down. They know what I was saying. I find them great at giving help. I personally find a few of them excellent.

(Male client, 38 years)

Interviewer: And what about you Johnny. Do you use any of the other services?

No, no. I feel safe here, I know everybody here.

(Male client, 30 years)

According to the respondents, the difference between Fáiltiú and other Food Services is that Fáiltiú offers more than just the mere provision of food:

R2 Because in [one of the Food Centres] they give you your dinner and then you're out. You wouldn't have the chats that we have you know or anything like that.

(CE Worker, 2 years)

R6 But none of the other centres are a drop-in and that's the difference.

(Full-time worker)

R3 You see, they're not coming in because they're hungry and they can't get food, well they are hungry but they can get food elsewhere, but I just think it's the way it's served and the

respect you give people. It's more how you'd serve them and the interactions that would happen. You know the way the food is given out is important.

(CE Worker, 1 and a half years)

R3 I think it's a social thing and it also offers them nutrition.

(CE Worker, 1 year and 7 months)

There's a social aspect to people eating [...] There are people who do need it for food but for a lot of other people it's the social aspect of it.

(Member of Management Team)

Therefore, clients prefer to go to Fáiltiú for food because apart from the mere provision of food, it also offers clients security and a social network. Therefore Fáiltiú is offering its service users food security in that they can access food in a 'normal and socially acceptable way' (Riches, 1997).

4.6 Fáiltiú Resource Centre without the Food Service?

The clients were asked what they thought would be the implications if the Food Service closed. More than a quarter of the clients felt that less people would frequent Fáiltiú (n = 14, 28%) and that a lot of homeless people would go hungry (n = 14, 28%). Seven clients (14%) felt that they would feel obliged to go to other places. Other clients felt that there would be a higher crime rate as people would feel obliged to steal for food (n = 3, 6%).

The respondents felt that older people would not come to Fáiltiú if the Food Service was not available and the majority of people left frequenting Fáiltiú would be young drug users.

You wouldn't have half as many people comin'in. You'd only have the goofers⁹. I'm being honest and straight, they'd come in and goof off.

(Male client, 30 years)

R3 And I feel that older men would not come in just for a cup of tea. I don't think they would.

(Full-time worker, 2 years)

R7 My concern, if it did go, would be that it, would essentially become a drop-in centre for people using the needle exchange¹⁰ and other people wouldn't be using it as much and other people would take ownership and that would be a big concern [...] The needle exchange doesn't open its hospitality 2 days a week, so people might go to get their needles and use us as their drop-in and that would be a concern.

(Full-time worker)

R1 Even though there are other food services there's an atmosphere around Fáiltiú. You can meet a lot of people especially the old people. They won't go into the other places.

(CE Worker, 2 years)

Nevertheless, over three-quarters of the clients (n = 38, 76%) said they would still come to Fáiltiú if the Food Service stopped, although some claimed they would come less frequently. Reasons given for continuing to come to Fáiltiú were for tea, to make phonecalls, for the company, shower facilities and advice and

⁹ Term used to describe a person who appears sedate and listless as a result of drug intake.

¹⁰ There is a needle exchange next door to Fáiltiú at the Merchants Quay Project which is open Monday to Friday.

Conclusion

This short report presented the findings of the review of the Fáilteú Food Service. Overall the Fáilteú Food Service has responded admirably to the needs of homeless people. The results showed that service users at Fáilteú are provided meals in a safe, clean and welcoming environment. The Fáilteú Food Service has allowed its service users some form of food security in that it has given its service users access to food in a 'socially acceptable way' (Riches, 1997). The results showed that since its opening in 1998 the Food Service has become increasingly popular with the vast majority of clients at the Fáilteú Resource Centre using the service. Furthermore, analysis revealed that the majority of the clients are dependent on the Fáilteú Food Centre as most of the clients reported using the service 4 or 5 times a week. There was unanimous agreement among the clients that the Food Service should remain a permanent feature of the Fáilteú Resource Centre. This reinforces the importance of the Service for the clients, especially older clients. However, the value placed on the Food Service by some of the staff is questionable. Many of the clients explained they preferred to come to Fáilteú for food, rather than other services, as the Food Service not only meets their nutritional needs but also their socialisation needs.

A large number of the clients use the Sunday Service and this was considered important as it fills a gap in service provision for homeless people. However, requests were made that the Service would open on a Saturday given the lack of homeless services at the weekend.

The results found that the Food Service also acts as a way of attracting new clients into the service. This subsequently allows clients to access other services and permits staff to carry out contact work and crisis interventions. Many of the clients felt that if the Food Service closed, less people would frequent Fáilteú and a lot of homeless people would go hungry. The level of service user satisfaction was high given the fact that most of them felt the service could not be improved.

In order to respect the needs and aspirations of the clients the Food Service should remain part of the Fáilteú Resource Centre. However, the following recommendations should be taken into consideration for the future development of the Food Service.

Recommendations

Daily operational recommendations for the Fáilteú Food Service

- The Fáilteú Food Service should look at improving the variety and nutritional value of the food provided in order to meet homeless people's nutritional requirements. This could be done by providing more fruit and vegetables and also reducing food that is high in fat content or sugary foods.
- All staff working in the Food Service should receive training in food hygiene and preparation.
- Nutrition education and workshops on healthy living should be included as part of the Fáilteú Information and Advice Service, especially for service users with children and pregnant women.
- Staff shifts should be staggered to ensure that there are workers in the kitchen before opening times as this would reduce the length of time clients would have to queue for food.
- Opening times of the Food Service should be clearly displayed and explained to all service users.
- Outside the opening times of the Food Service, the key worker should deal with crisis cases.
- It is important that the handing out of extra food from the Dublin Food Bank does not jeopardise contact work and crisis interventions. Therefore this should be kept to a minimum, possibly once a week.
- Resources should be acquired to up-date the equipment in the kitchen.
- Consideration should be given to reviewing the space in Fáilteú in order to maximise the amount of contact work carried out.
- This review has shown that the work carried out by the team in the Food Service is both important and valued by the service users. An emphasis should be placed on recognising the value of catering interventions in staff training.
- While the Sunday Service fills a gap in service provision on Sunday, the clients raised the issue of the gap in service provision on Saturdays. The possibility of providing food and opening the Service on Saturdays should be considered.¹¹
- The possibility of staffing the Food Service with a social economy group should be explored.

Good Practice in Food Centres

- The aim of Food Centres should be to promote the health of homeless and marginalised people through the food provided.
- Food provided by Food Centres for homeless people should be of nutritional value.
- Staff working with food should receive food hygiene and food preparation training.
- Given the fact that 74% of service users frequent other Food Centres in Dublin, there should be more

¹¹ Since this review was carried out, the Fáilteú Resource Centre now opens on Saturday from 07.15 - 0930, 1030 - 1230; 1400-1630.

Pieces of the Jigsaw

co-ordination between different Food Centres.

- Agencies catering for the homeless should also collaborate in addressing other needs of homeless people as well as food, such as housing, social welfare, employment and health issues. This should also involve informing policy on the structural causes of homelessness.

Implications for policy

- The presence of the Fáilteú Food Service is a reminder that food poverty exists in Ireland. However, the Fáilteú Resource Centre cannot solve the problem of hunger among homeless people in Ireland. Hunger is essentially a political issue and needs a committed response from the State. Therefore, it is the responsibility of the government to guarantee rights to good, nutritional food (as well as housing and income).

References

- Blazys, J. 1993. 'Health Care for Single Homeless People' in Fischer, K. (ed). *Homelessness, Health Care and Welfare Provision*. London: Routledge.
- Blines, W. 1994. *The Health of Single Homeless People*. Centre for Housing Policy, University of York: York Publishing Services.
- Courtney, R. 1999. *Putting People First: A Good Practice Handbook for Homeless Services*. Dublin: Homeless Initiative.
- de Rose, I., Messer, E. and Millman, S. 1998. *Who's hungry? And how do we know?* USA: The United Nations University.
- Edgar, B., Doherty, J. and Mina-Coull, A. 1999. *Services for Homeless People: Innovation and Change in the European Union*. Bristol: The Policy Press.
- Evans, N. 1998. *Eat Well! Good Food Practices in Day Centres for Homeless People*. London: Crisis, Fíaitiú Resource Centre. 2000. *Fíaitiú Review - 1998/1999*. Dublin: Fíaitiú Resource Centre.
- McGhannan, P. and Byrne, A. 1998. *Surplus and Scarcity: The Dublin City Food Bank*. Dublin: Social Science Research Centre, UCD.
- McAweeney, A. McGee, H., Holohan, T. and Shannon, W. 2000. *Health of Hostel-Dwelling Men in Dublin: Perceived health status, lifestyle and health care utilisation of homeless men in south inner city Dublin hostels*. Dublin: Department of General Practice and Health Services Research Centre, Department of Psychology, Royal College of Surgeons in Ireland and Department of Public Health, Eastern Health Board.
- McElberg, L. and Linn, L. 1989. 'Assessing the Physical Health of Homeless Adults'. *JAMA*, 262: 1973-9.
- Homeless Initiative. 2000. *Homeless Directory: 2000/2001. The Directory of Hostels, Supported Housing and Ther Services in Dublin, Kildare and Wicklow*. Dublin: Homeless Initiative.
- McDonough, F.T. and Hickey, C. 2000. *Focusing on B&Bs: The Unacceptable Growth of Emergency B&B Accommodation in Dublin*. Dublin: Focus Ireland.
- Kitzinger, J. and Barbour, R. 1999. 'Introduction: the challenge and promise of focus groups' in Barbour, R. and Kitziungier, J (eds.) 1999. *Developing Focus Group Research*. London: Sage.
- Krueger, R.A. 1994. *Focus Groups: A Practical Guide for Applied Research*. London: Sage Publications.
- McGrath, S. 1990. 'Health and Homelessness'. *British Medical Journal*, 300:32-4.
- McKeown, K., Deehan, A. and Fitzgerald, G. 1993. *The Tea Rooms: An Overview of Saint Francis' Food Centre, Cook Street, Dublin, 8. 1970 - 1992*. Dublin: Merchant's Quay Project.
- Wright, G. (ed.) 1997. *First World Hunger: Food Security and Welfare Politics*. New York: St Martin's Press.

Pieces of the Jigsaw

Robson, C. 1998. *Real World Research: A Resource for Social Scientists and Practitioner-Researcher*. Oxford: Blackwell Publishers Limited.

Smith, J. 1999. 'Gender and Homelessness' in S. Hutson and D. Clapham (eds.) *Homelessness: Public Policies and Private Troubles*. Cassell: London.

Warnes, A and Crane, M. 2000. *Meeting Homeless People's Needs: Service development and practice for the older excluded*. London: King's Fund Publishing.

Wilson, J. 1997. 'Australia: Luck Country/Hungry Silence' in Riches, G. (ed.) 1997. *First World Hunger: Food Security and Welfare Politics*. New York: St Martin's Press Inc.