

A grayscale background image of a decorative bridge with ornate railings and street lamps, spanning a canal in an urban setting. The bridge has a curved design and is surrounded by buildings.

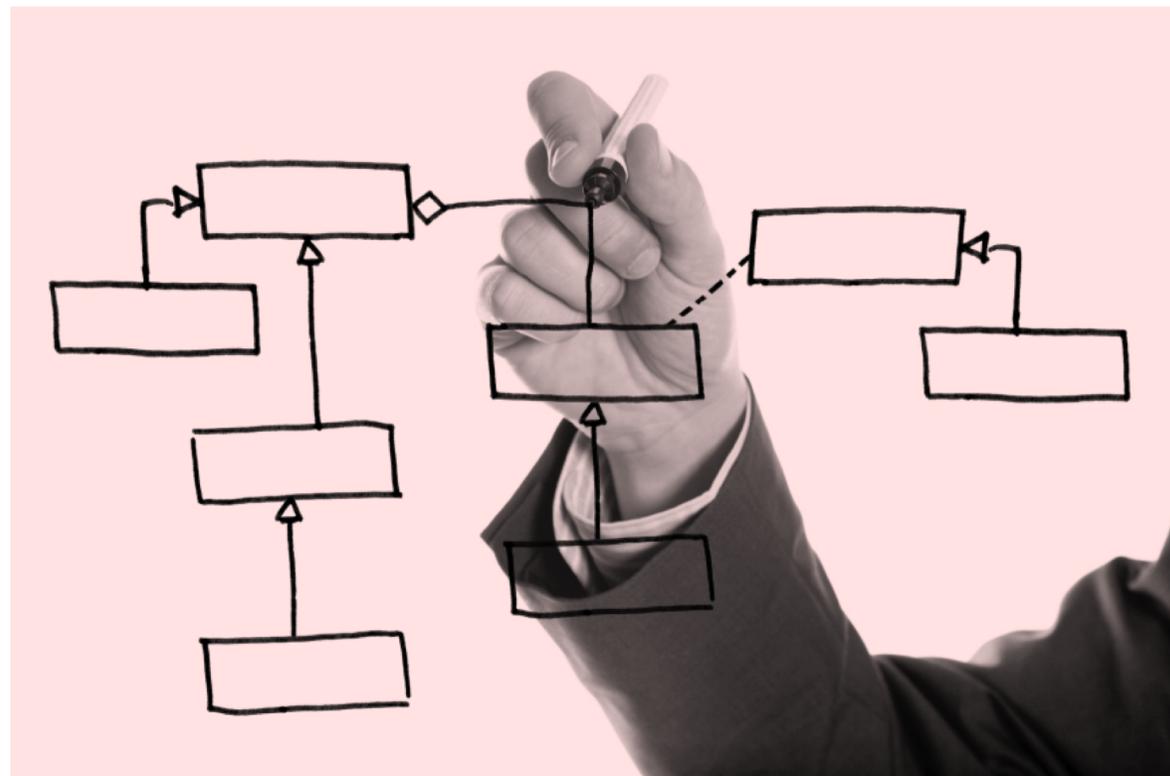
Dublin Inquirer Homeless Shelter Satisfaction Survey

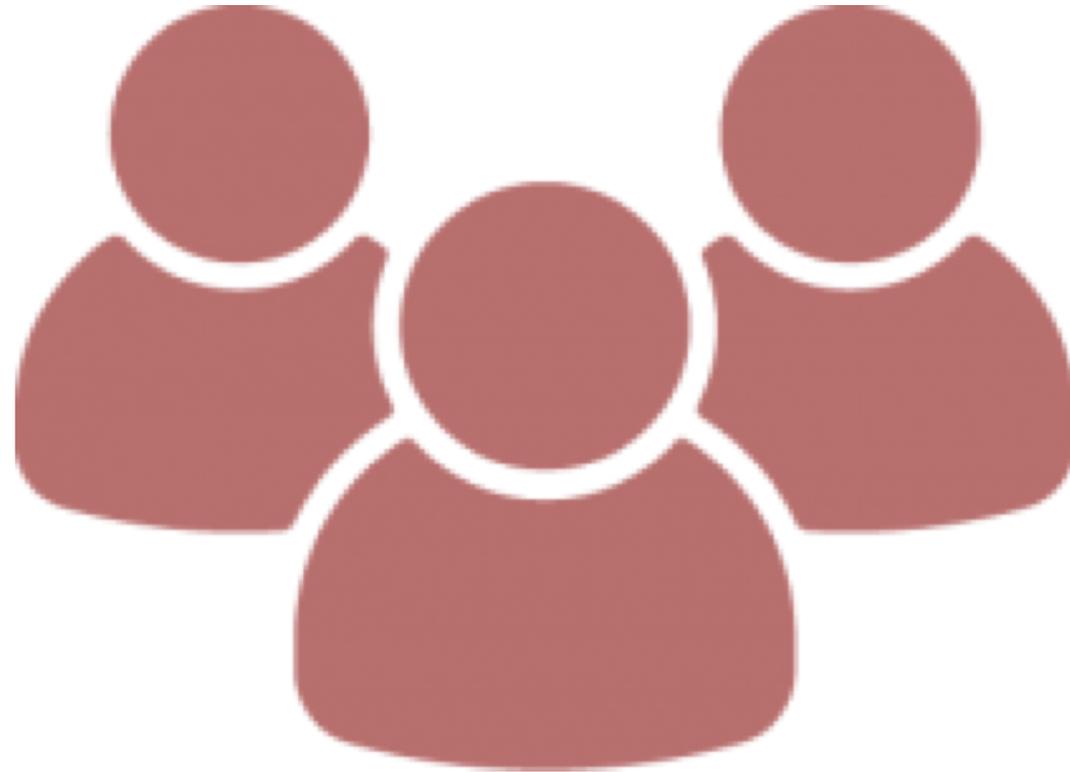
An Amárach Briefing on behalf of:

**Dublin
Inquirer**

August 2018/SH/S18-088

- This research was commissioned by the Dublin Inquirer to gather data on the experiences of users of one-night only hostels in Dublin. The research aims to hopefully shed a light on the conditions in emergency accommodation hostels in Dublin.
- 126 interviews were conducted with users of one-night-only hostels.
 - Interviews were conducted across 6 days in July and August.
- Interviews were carried out in the Capuchin Day Centre, Focus Ireland coffee shop and the Peter McVerry Trust centres.
 - The majority of surveys were conducted in the Capuchin Day Centre.
- The survey data was captured using computer tablet devices, by fully trained and experienced interviewers.
- Respondents were asked to sign a consent form prior to agreeing to take the survey – this is attached in the appendix.



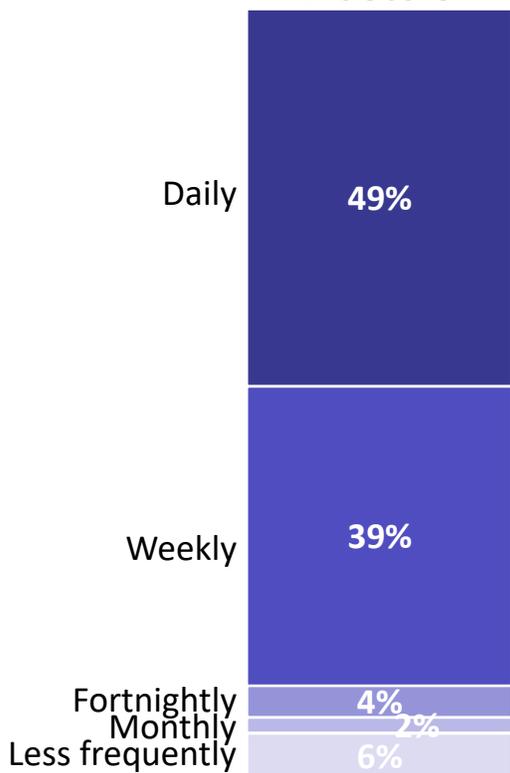


Insights

Half use one-night hostels daily, with 7 in 10 likely to sleep rough if they cannot get a bed...

(BASE : All respondents – 126)

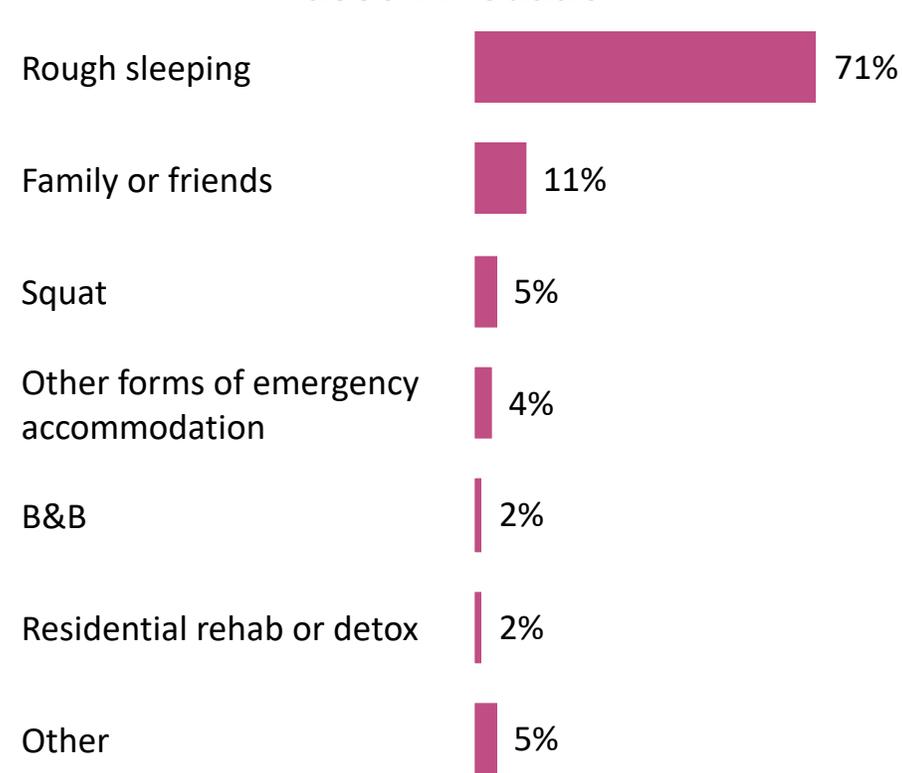
Frequency of using one-night-only Hostels



How long ago started to use the service



Where most likely to sleep without emergency accommodation



Q2a. How frequently have you used the one-night-only emergency hostels?

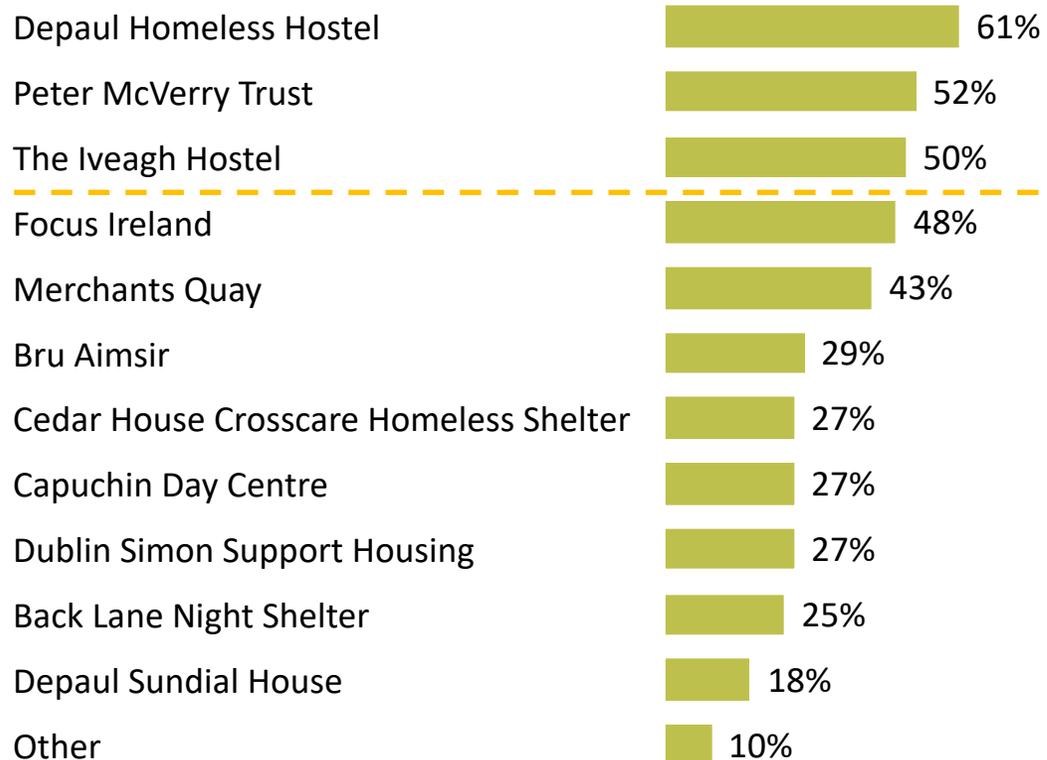
Q2b. How long ago did you start using the service?

Q2c. When you are not in emergency accommodation, where are you most likely to sleep?

...with Depaul, Peter McVerry and Iveagh House being the hostels used most frequently...

Hostels have stayed in

(BASE : All respondents – 126)

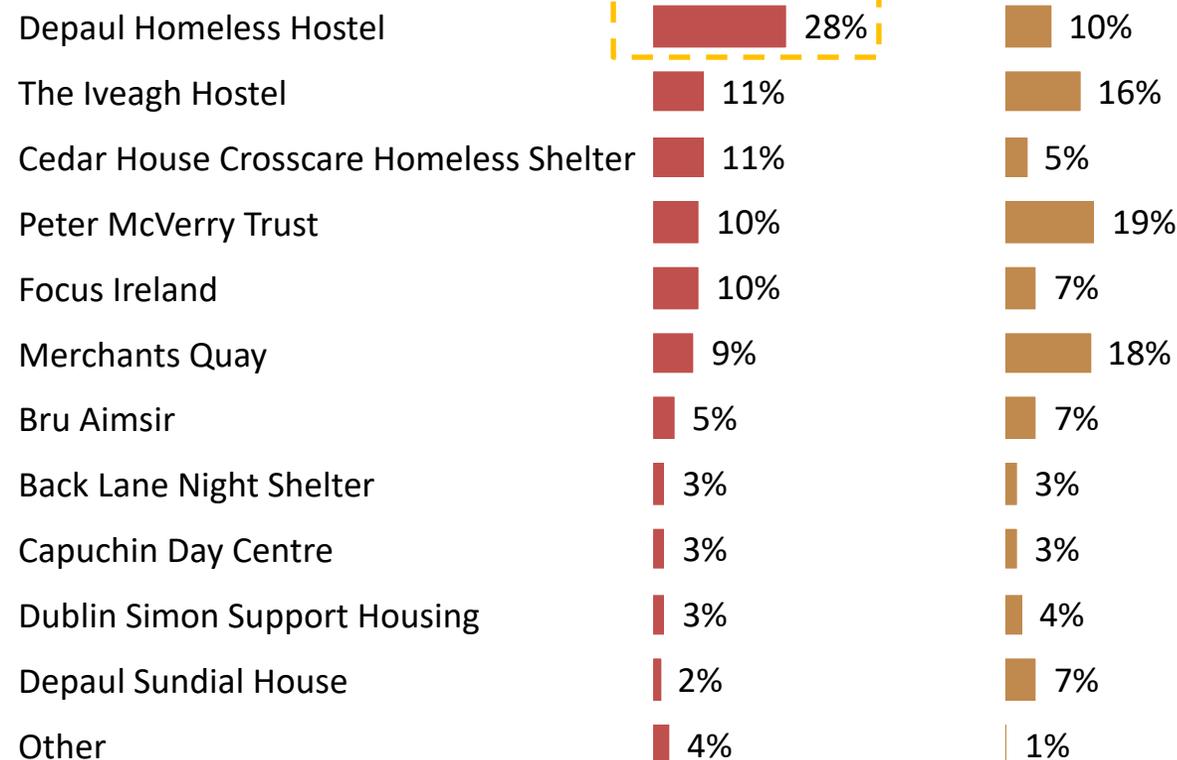


* Some organisations run more than one facility.

Favourite

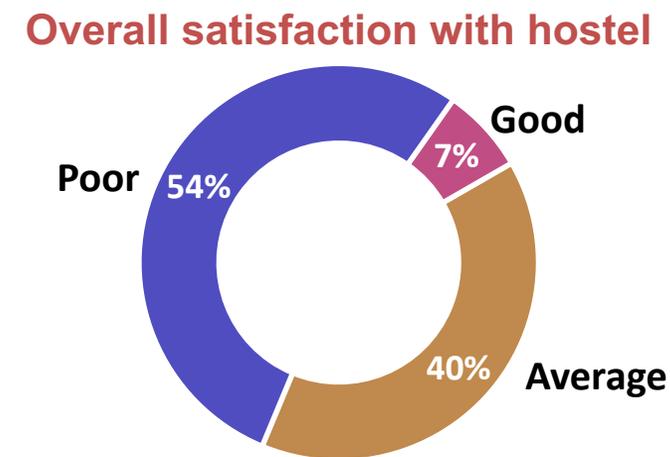
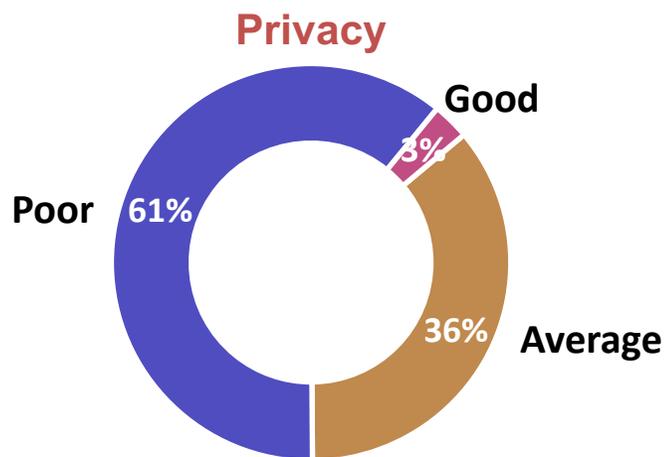
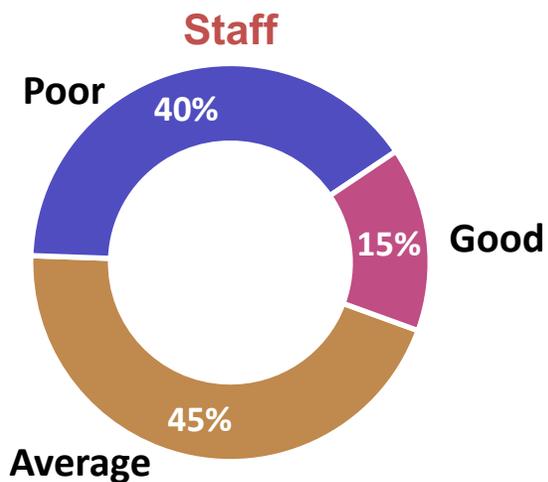
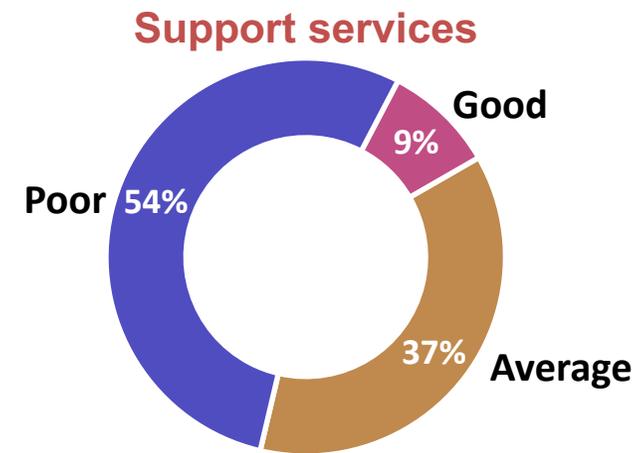
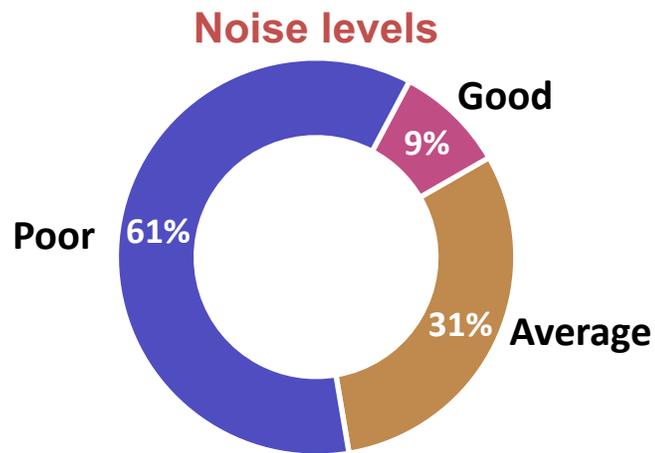
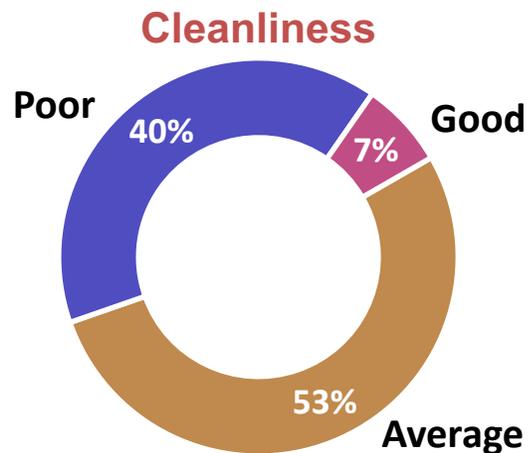
Least Favourite

(BASE : All that have stayed in more than one hostel – 115)



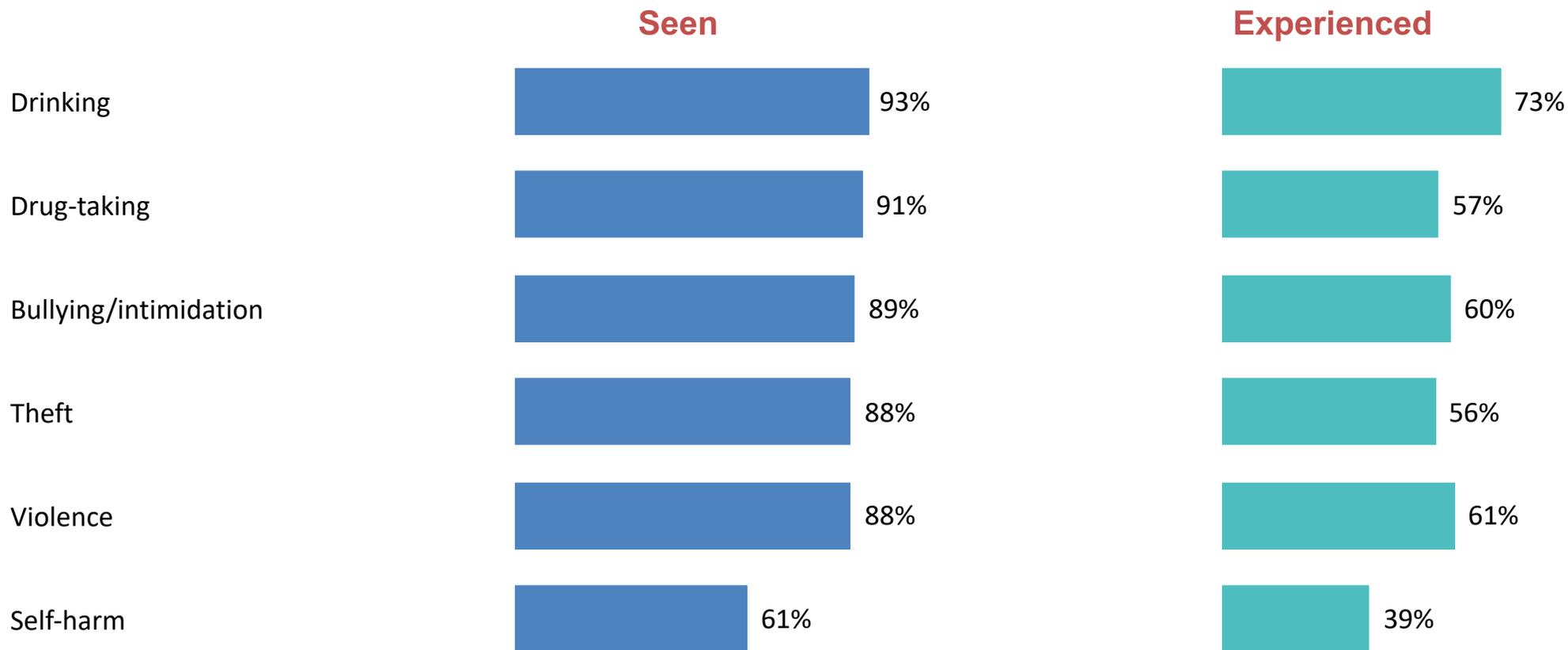
...but the noise levels and privacy in the hostels are considered particularly poor...

(BASE : All respondents – 126)



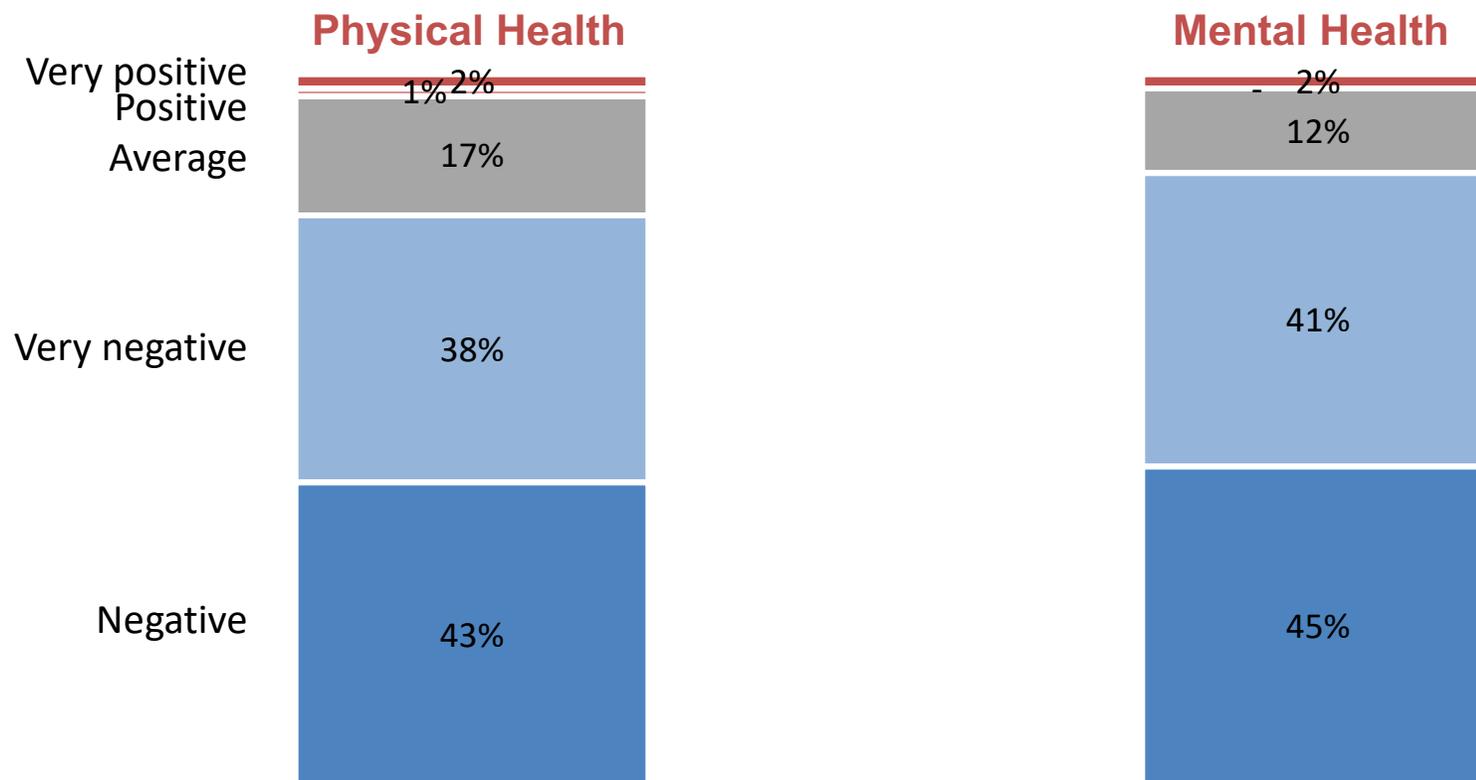
...and the vast majority have witnessed and experienced a range of incidents, from drug-taking to violence...

(BASE : All respondents – 126)



...while staying in one-night only hostels negatively impacts on physical and mental health for most.

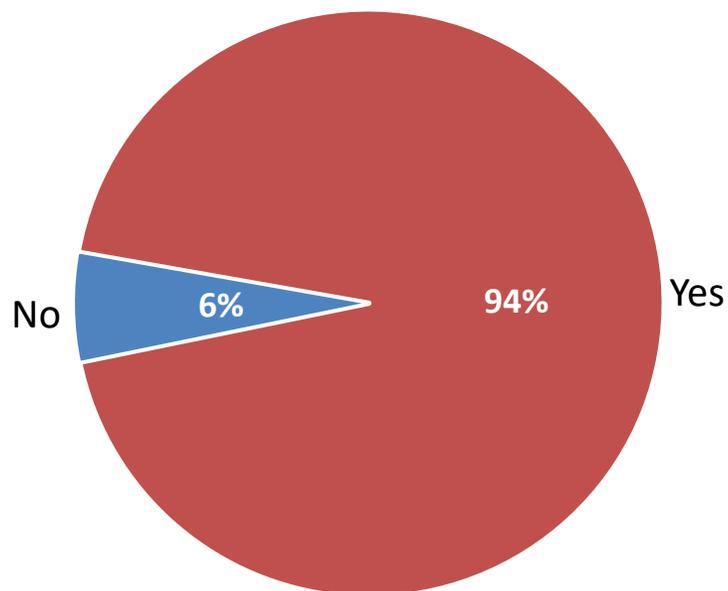
(BASE : All respondents – 126)



Almost all have used the homeless freephone service, with 2 in 5 using it daily...

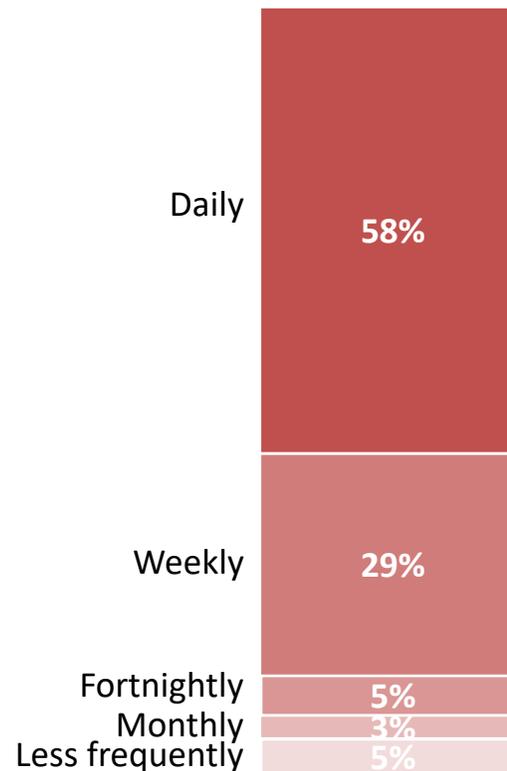
Used the homeless freephone service

(BASE : All respondents – 126)



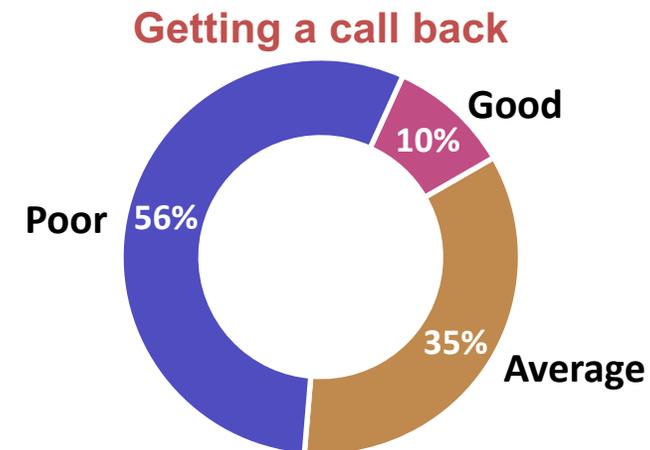
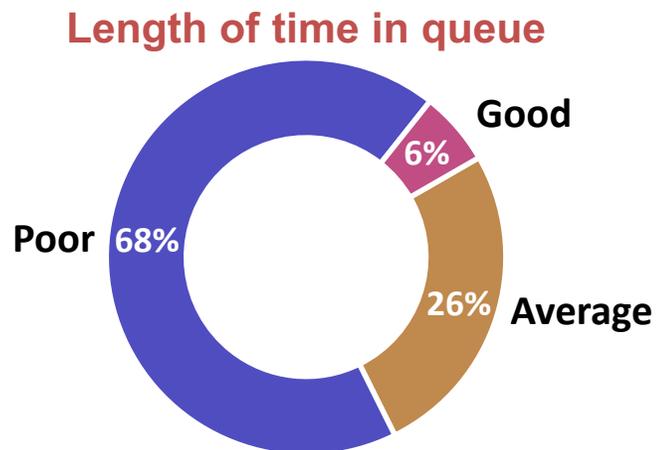
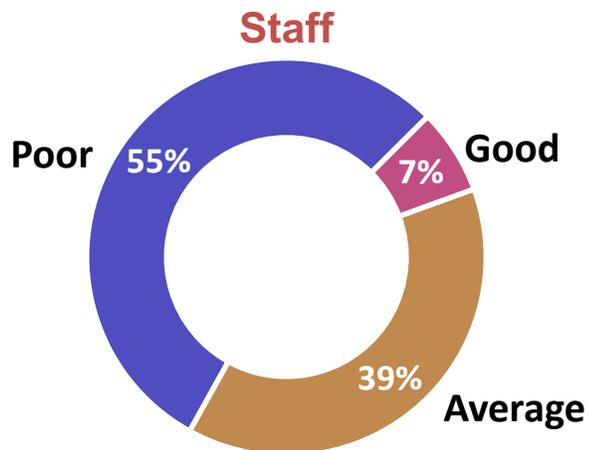
Frequency of using homeless freephone number

(BASE : All who have ever used homeless freephone service – 118)

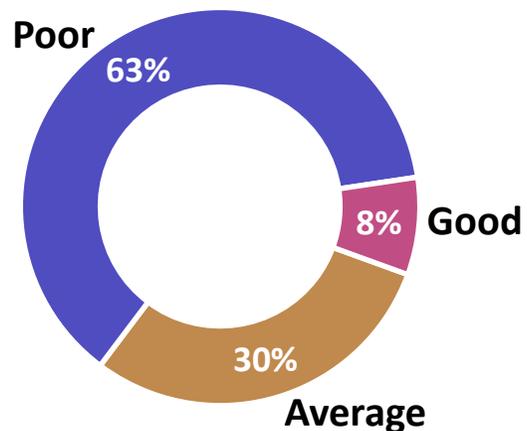


...with two-thirds rating the service as poor, especially the length on time spent in the queue...

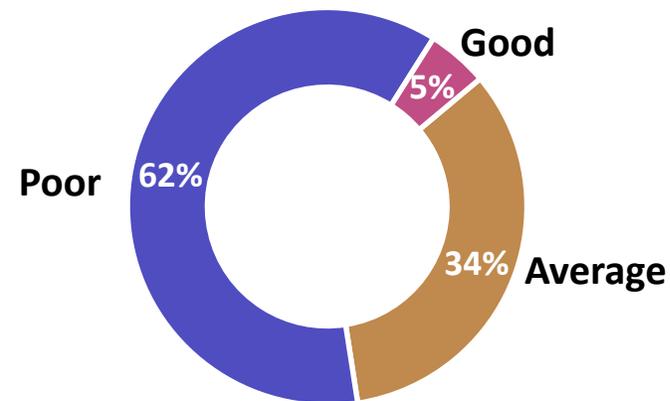
(BASE : All who have ever used homeless freephone service – 118)



Time it takes to get a call back



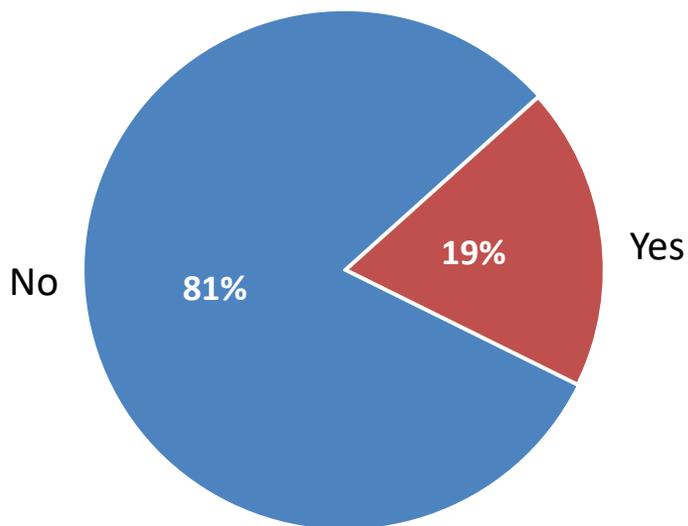
Overall satisfaction with service



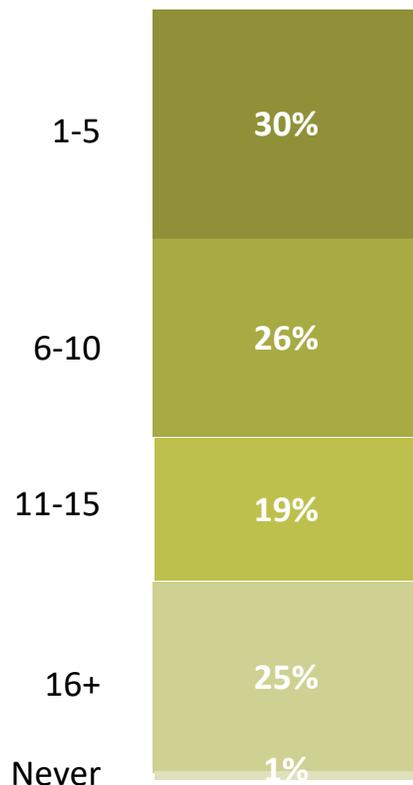
...while 4 in 5 have not had the opportunity to complain and only 2% secure a bed the first time they call.

(BASE : All who have ever used homeless freephone service – 118)

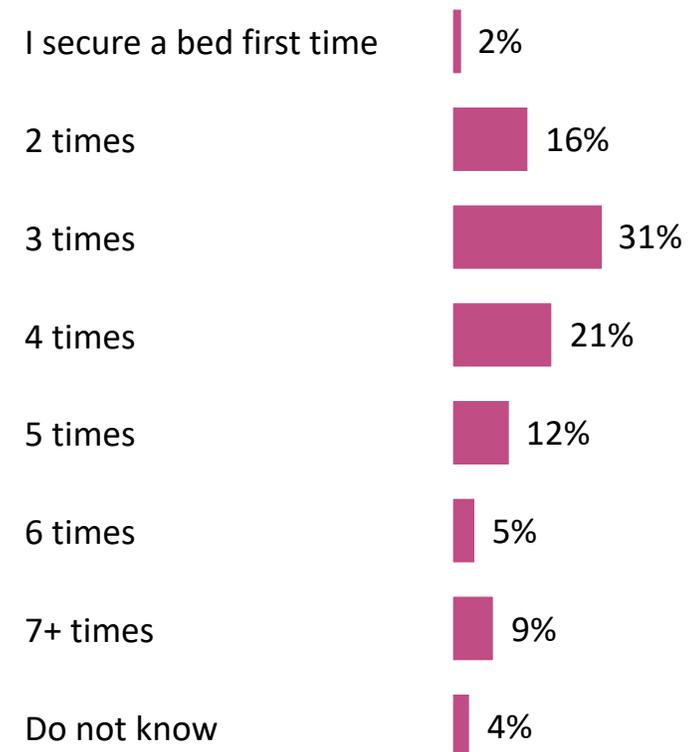
Offered the chance to complain



Not been given a bed in last six months after calling freephone



Average number of calls to freephone number to secure a bed



Q10. Have you ever been offered the chance to complain?

Q11. How many times have you not been given a bed in the last six months after calling the freephone?

Q12. On average, how many calls to the freephone number does it take you to secure a bed?

Verbatim comments - I

They could be nicer on phone and better with sleeping bags

More beds available. More respect towards people especially from the free phone staff.

Some of the hostels are not safe to stay in. Needs to be more staff to maintain security. More beds available. Allow people to stay on longer the following day. Also check in earlier to cut back on time spent on the street which can be 13-14 hours.

Nicer to you and more compassionate. Mot to shout at you down the phone

Get rid of cheeky man on other end of phone he is causing deaths to the homeless people

They should get their act together

Doing a good job no complaints

Verbatim comments - II

Should be
24 hours.

They're
doing all
they can

They won't give
information on
where the hostels
are located over
the phone

Called 5 times but
no call backs.

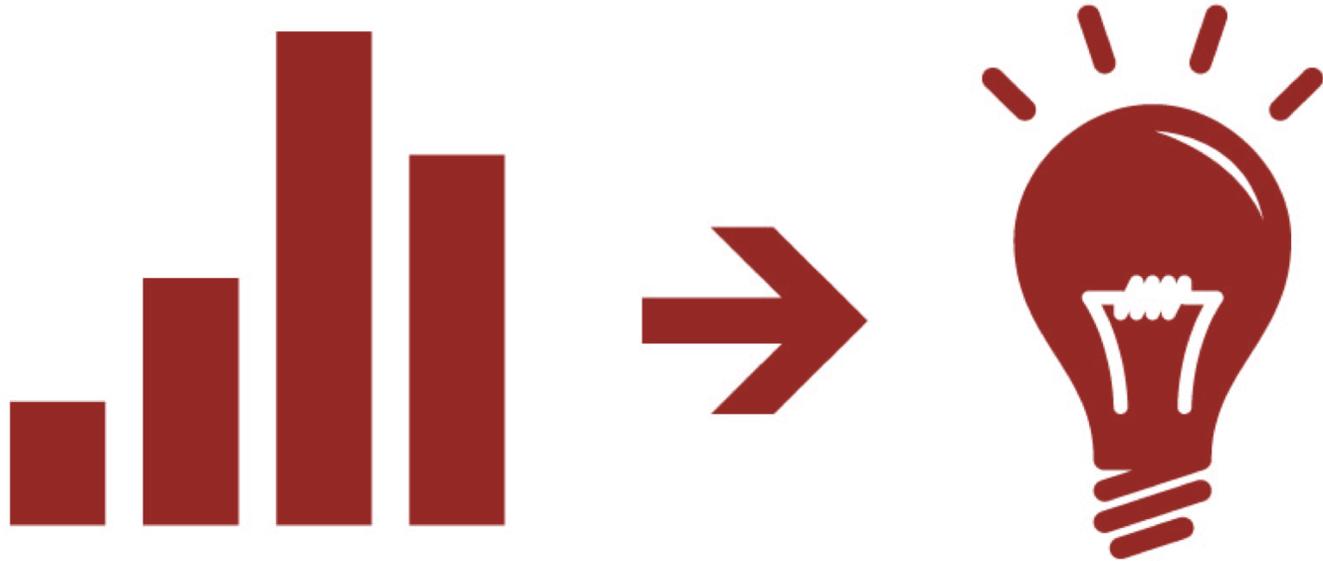
They need to improve. More
for mental health services.
Drugs services. Freephone is
a disgrace, very ignorant
need to be more sympathetic.

More staff manning
free phone. Private
rooms. More
privacy.

Answer more
often and have
better manners
towards you

Government
to blame

You should be allowed to stay in
longer. Should only have to make
one call to the free phone for a
bed.



Insights

Findings

- Half use one-night hostels daily, with 7 in 10 likely to sleep rough if they cannot get a bed.
- Depaul, Peter McVerry Trust and Iveagh House are the most frequently used hostels, Depaul being the favourite for 3 in 10.
- Overall, over half consider the services provided to be poor, with the noise levels and privacy being considered particularly poor – 3 in 5 claiming such.
- The vast majority (over 9 in 10) have witnessed and experienced a range of incidents, from drug-taking to violence.
- Most feel that staying in one-night only hostels negatively impacts on their physical (81%) and mental health (86%).
- Almost all have used the freephone homeless service, with 2 in 5 using it daily and a further 3 in 10 using it weekly.
- The freephone service is rated as poor by two-thirds of those surveyed, especially the length on time spent in the queue.
- Further to this, 4 in 5 have not had the opportunity to complain.
- Only 2% secure a bed the first time they call, with it taking 3-4 calls to secure a bed for half.

Appendix

Consent form



Respondent Information Sheet

Introduction

We are inviting you to take part in a study looking at homeless shelters experiences in Dublin.

About the research

Amárach Research are conducting this research on behalf of the Dublin Inquirer. You will be asked questions about how satisfied you are with shelter facilities. We will also ask some general questions about your health and well-being along with some socio-demographic information such as your age and gender.

Responses to the survey will be collected using our secure Computer Tablet devices. Once the survey is complete, the interviewer will have no access to your responses. No identifiable data will be collected in this interview

Amárach are a professional data collection organisation and are governed by the Data Protection Acts 1998 and 2003 and fully compliant with GDPR regulations. It is important for you to know that your participation in the research is entirely voluntary and you may withdraw your consent to participate at any time, without obligation.

Having read this information sheet, please read and sign the consent form underneath,

Consent Form

Material gathered during this research will be treated as confidential and securely stored on Amárach's secure server. No identifiable data will be collected.

| | | | |
|----|---|-----|----|
| 1. | I agree to partake in this survey and understand no identifiable data will be collected | Yes | No |
| 2. | I agree that general data on my health and well-being will be collected in the survey. (There is also the option to refuse giving an answer to these questions within the survey) | Yes | No |
| 3. | I agree to anonymised and aggregate data to be analysed in support of production of project reports which will be published in the public domain. | Yes | No |

Name(printed): _____ Signature: _____

Date: _____

Séin Healy Email : Sein.Healy@amarach.com

If during your participation in this study you feel the information and guidelines that you were given have been neglected or disregarded in any way, or if you are unhappy about the process please contact the Amárach Research at info@amarach.com or 01 410 5200. Please be assured that you concern will be dealt with in a sensitive manner.

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